Australian Government

SIT07 Tourism, Hospitality and Events Training Package

Release: 2.3

CONTENTS

Preliminary information **21**
Overview **108**
Qualifications Framework: Tourism, Hospitality and Events **116**
Assessment Guidelines **133**
Competency Standards **163**
Appendix: Suggested AQF packaging of Tourism, Hospitality and Events units of competency **169**
SIT10107 Certificate I in Tourism (Australian Indigenous Culture) **185**
SIT10207 Certificate I in Hospitality **190**
SIT10307 Certificate I in Hospitality (Kitchen Operations) **195**
SIT20107 Certificate II in Tourism **199**
SIT20207 Certificate II in Hospitality **207**
SIT20307 Certificate II in Hospitality (Kitchen Operations) **218**
SIT20407 Certificate II in Hospitality (Asian Cookery) **224**
SIT20509 Certificate II in Holiday Parks and Resorts **230**
SIT30107 Certificate III in Tourism **238**
SIT30207 Certificate III in Tourism (Retail Travel Sales) **250**
SIT30307 Certificate III in Tourism (Tour Wholesaling) **258**
SIT30407 Certificate III in Tourism (Visitor Information Services) **267**
SIT30507 Certificate III in Tourism (Guiding) **276**
SIT30607 Certificate III in Events **284**
SIT30707 Certificate III in Hospitality **291**
SIT30807 Certificate III in Hospitality (Commercial Cookery) **306**
SIT30907 Certificate III in Hospitality (Asian Cookery) **316**
SIT31007 Certificate III in Hospitality (Catering Operations) **325**
SIT31107 Certificate III in Hospitality (Patisserie) **335**
SIT31209 Certificate III in Holiday Parks and Resorts **343**
SIT40107 Certificate IV in Tourism (Guiding) **354**
SIT40207 Certificate IV in Tourism **363**
SIT40307 Certificate IV in Hospitality **377**
SIT40407 Certificate IV in Hospitality (Commercial Cookery) **391**
SIT40507 Certificate IV in Hospitality (Asian Cookery) **404**
SIT40607 Certificate IV in Hospitality (Catering Operations) **416**
SIT40707 Certificate IV in Hospitality (Patisserie) **427**
SIT40809 Certificate IV in Holiday Parks and Resorts **437**
SIT50107 Diploma of Tourism **449**
SIT50207 Diploma of Events **463**
SIT50307 Diploma of Hospitality **473**
SIT50409 Diploma of Holiday Parks and Resorts **493**
SIT60107 Advanced Diploma of Tourism **507**
SIT60207 Advanced Diploma of Events **519**
SIT60307 Advanced Diploma of Hospitality **526**
SITSS00001 Barista **547**
SITSS00002 Beverage specialist **549**
SITSS00003 Essential Business Skills for a Restaurant Manager **551**
SITSS00004 Responsible service of alcohol **553**
SITSS00005 Sommelier **555**
SITHACS001B Provide accommodation reception services **557**
SITHACS002B Conduct night audit **566**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS003A Provide porter services....572
SITHACS004B Provide housekeeping services to guests....579
SITHACS005B Prepare rooms for guests....585
SITHACS006B Clean premises and equipment....593
SITHACS007B Launder linen and guest clothes....602
SITHACS008B Provide valet service....609
SITHASC001A Use basic Asian methods of cookery....615
SITHASC002A Produce appetisers and snacks for Asian cuisines....623
SITHASC003A Prepare stocks and soups for Asian cuisines....631
SITHASC004A Prepare sauces, dips and accompaniments for Asian cuisines....639
SITHASC005A Prepare salads for Asian cuisines....646
SITHASC006A Prepare rice and noodles for Asian cuisines....653
SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines....661
SITHASC008B Prepare desserts for Asian cuisines....669
SITHASC009A Prepare curry paste and powder for Asian cuisines....678
SITHASC010A Prepare satay for Asian cuisines....686
SITHASC011A Prepare vegetarian dishes for Asian cuisines....693
SITHASC012A Select, prepare and serve specialised Asian cuisines....701
SITHASC013B Plan menus for Asian cuisines....709
SITHASC014A Design and operate an Asian kitchen....716
SITHASC015A Prepare and produce Japanese raw fish (sashimi)....724
SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes....731
SITHASC017A Prepare and produce Japanese one pot cookery....738
SITHASC018A Prepare and produce Japanese rice cookery....745
SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats752
SITHASC020A Prepare and produce Chinese dim sum....758
SITHASC021A Prepare and cook Chinese roast meat cuts and poultry....766
SITHASC022A Prepare and produce tandoori food items....773
SITHASC023A Prepare and produce Indian breads....780
SITHASC024A Prepare and produce Indian sweetmeats....787
SITHASC025A Prepare Indian pickles and chutneys....794
SITHASC026A Prepare and produce Indonesian crackers....801
SITHASC027A Prepare, cook and serve Asian food for food service....807
SITHASC028A Prepare, cook and serve Asian food for menus....815
SITHCCC001B Organise and prepare food....824
SITHCCC002A Present food....834
SITHCCC003B Receive and store kitchen supplies....840
SITHCCC004B Clean and maintain kitchen premises....847
SITHCCC005A Use basic methods of cookery....855
SITHCCC006A Prepare appetisers and salads....862
SITHCCC007A Prepare sandwiches....869
SITHCCC008A Prepare stocks, sauces and soups....876
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes....883
SITHCCC010A Select, prepare and cook poultry....890
SITHCCC011A Select, prepare and cook seafood....896
SITHCCC012A Select, prepare and cook meat....903
SITHCCC013A Prepare hot and cold desserts....910
SITHCCC014A Prepare pastries, cakes and yeast goods....917
SITHCCC015A Plan and prepare food for buffets....924
SITHCCC016A Develop cost-effective menus....931
SITHCCC017A Organise bulk cooking operations....937
SITHCCC018A Prepare pates and terrines....944

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC019A Plan, prepare and display a buffet....951
SITHCCC020B Prepare portion-controlled meat cuts....958
SITHCCC021B Handle and serve cheese....966
SITHCCC022A Prepare chocolate and chocolate confectionery....973
SITHCCC023B Select, prepare and serve specialised food items....980
SITHCCC024B Select, prepare and serve specialised cuisines....987
SITHCCC025A Monitor catering revenue and costs....996
SITHCCC026A Establish and maintain quality control of food....1002
SITHCCC027A Prepare, cook and serve food for food service....1008
SITHCCC028A Prepare, cook and serve food for menus....1016
SITHCCC029A Prepare foods according to dietary and cultural needs....1025
SITHCCC030A Package prepared foodstuffs....1032
SITHCCC031A Operate a fast food outlet....1038
SITHCCC032A Apply cook-chill production processes....1047
SITHCCC033B Apply catering control principles....1054
SITHCCC034A Apply cook-freeze production processes....1059
SITHCCC035A Develop menus to meet special dietary and cultural needs....1067
SITHCCC036B Select catering systems....1075
SITHCCC037C Manage facilities associated with commercial catering contracts....1081
SITHCCC038B Plan catering for an event or function....1090
SITHCCC039B Prepare tenders for catering contracts....1098
SITHCCC040A Design menus to meet market needs....1104
SITHFAB001C Clean and tidy bar areas....1110
SITHFAB002C Operate a bar....1116
SITHFAB003A Serve food and beverage to customers....1125
SITHFAB004A Provide food and beverage service....1134
SITHFAB005A Provide table service of alcoholic beverages....1144
SITHFAB007A Complete retail liquor sales....1152
SITHFAB008A Provide room service....1160
SITHFAB009A Provide responsible service of alcohol....1167
SITHFAB010C Prepare and serve non alcoholic beverages....1179
SITHFAB011A Develop and update food and beverage knowledge....1186
SITHFAB012B Prepare and serve espresso coffee....1193
SITHFAB013A Provide specialist advice on food....1204
SITHFAB015A Prepare and serve cocktails....1212
SITHFAB016A Plan and monitor espresso coffee service....1219
SITHFAB017A Provide gueridon service....1228
SITHFAB018A Provide silver service....1235
SITHFAB020A Apply food and beverage skills in the workplace....1242
SITHFAB021A Provide and coordinate food and beverage service....1251
SITHFAB222A Conduct a product tasting for alcoholic beverages....1260
SITHFAB227A Operate and monitor cellar systems....1268
SITHFAB323A Provide advice on beers, spirits and liqueurs....1278
SITHFAB324A Provide specialised advice on food and beverage matching....1286
SITHFAB325A Provide specialised advice on Australian wines....1296
SITHFAB326A Provide specialised advice on imported wines....1305
SITHFAB428A Manage the sale or service of wine....1314
SITHGAM001A Attend gaming machines....1322
SITHGAM002A Operate a TAB outlet....1331
SITHGAM003A Conduct a Keno game....1338
SITHGAM004B Analyse and report on gaming machine data....1345
SITHGAM005A Develop and manage gaming activities....1352
SITHGAM006A Provide responsible gambling services....1361

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM007A Operate table games 1371
SITHGAM008A Deal a Baccarat game 1380
SITHGAM009A Conduct a Big Wheel game 1388
SITHGAM010A Deal a Blackjack game 1395
SITHGAM011A Deal a Poker game 1403
SITHGAM012A Deal a Pontoon game 1411
SITHGAM013A Conduct a Rapid Roulette game 1419
SITHGAM014A Conduct a Roulette game 1427
SITHGAM015A Conduct a Sic Bo game 1434
SITHGAM016A Spruik at a games location 1441
SITHIND001B Develop and update hospitality industry knowledge 1447
SITHIND002A Apply hospitality skills in the workplace 1457
SITHIND003A Provide and coordinate hospitality service 1464
SITHPAT001A Prepare and produce pastries 1471
SITHPAT002A Prepare and produce cakes 1479
SITHPAT003A Prepare and produce yeast goods 1486
SITHPAT004A Prepare bakery products for patisseries 1493
SITHPAT005A Prepare and present gateaux, torten and cakes 1501
SITHPAT006A Present desserts 1510
SITHPAT007A Prepare and display petits fours 1518
SITHPAT008A Prepare and model marzipan 1525
SITHPAT009A Prepare desserts to meet special dietary requirements 1531
SITHPAT010A Prepare and display sugar work 1537
SITHPAT011A Plan, prepare and display sweet buffet showpieces 1545
SITHPAT012A Plan patisserie operations 1553
SITTGDE001B Work as a guide 1560
SITTGDE002A Provide arrival and departure assistance 1569
SITTGDE003A Coordinate and operate a tour 1577
SITTGDE004A Lead tour groups 1588
SITTGDE005A Manage extended touring programs 1595
SITTGDE006A Prepare and present tour commentaries or activities 1606
SITTGDE007A Develop and maintain the general and regional knowledge required by guides 1616
SITTGDE008A Research and share general information on Australian Indigenous cultures 1625
SITTGDE009A Interpret aspects of local Australian Indigenous culture 1633
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape 1639
SITTGDE011A Prepare specialised interpretive content on marine environments 1647
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments 1655
SITTHPR301B Plan and organise daily work 1663
SITTHPR302B Plan and organise in-house recreational activities 1670
SITTHPR303A Tow and site a recreational vehicle safely 1678
SITTIND001B Develop and update tourism industry knowledge 1684
SITTIND202B Develop and update caravan industry knowledge 1694
SITTPPD001B Research, assess and develop tourism products 1704
SITTPPD002A Research tourism data 1716
SITTPPD003B Source and package tourism products 1722
SITTPPD004A Plan and implement minimal impact operations 1733
SITTPPD005A Plan and develop interpretive activities 1741
SITTPPD006B Plan and develop ecologically sustainable tourism operations 1749
SITTPPD007A Plan and develop culturally appropriate tourism operations 1758
SITTPPD008A Develop host community awareness of tourism 1766

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD009A Assess tourism opportunities for local communities 1773
SITTPPD010A Develop and implement local or regional tourism plan 1784
SITTTOP001A Allocate tour resources 1792
SITTTOP002A Load touring equipment and conduct pre-departure checks 1800
SITTTOP003B Operate and maintain a 4WD tour vehicle 1807
SITTTOP004B Set up and operate a camp site 1815
SITTTOP005A Provide camp site catering 1823
SITTTOP006B Operate tours in a remote area 1830
SITTTSL001A Operate an online information system 1838
SITTTSL002A Access and interpret product information 1845
SITTTSL003A Source and provide international destination information and advice 1854
SITTTSL004A Source and provide Australian destination information and advice 1864
SITTTSL005A Sell tourism products and services 1874
SITTTSL006B Prepare quotations 1884
SITTTSL007B Receive and process reservations 1893
SITTTSL008B Book and coordinate supplier services 1901
SITTTSL009B Process travel-related documentation 1911
SITTTSL010B Control reservations or operations using a computerised system 1921
SITTTSL011A Maintain a product inventory 1932
SITTTSL012B Construct domestic airfares 1939
SITTTSL013B Construct normal international airfares 1947
SITTTSL014B Construct promotional international airfares 1956
SITTTSL015B Construct advanced international airfares 1965
SITTTSL016B Administer billing and settlement plan 1972
SITTVAF001A Provide venue information and assistance 1978
SITTVAF002A Provide a briefing or scripted commentary 1984
SITTVAF003A Operate a ride location 1990
SITTVAF004A Load and unload a ride 1998
SITTVAF005B Operate a games location 2004
SITXADM001A Perform office procedures 2011
SITXADM002A Source and present information 2018
SITXADM003A Write business documents 2024
SITXADM004A Plan and manage meetings 2032
SITXCCS001B Provide visitor information 2038
SITXCCS002A Provide quality customer service 2045
SITXCCS003A Manage quality customer service 2055
SITXCCS004A Provide club reception services 2062
SITXCCS305A Provide lost and found facility 2069
SITXCOM001A Work with colleagues and customers 2076
SITXCOM002A Work in a socially diverse environment 2085
SITXCOM003A Deal with conflict situations 2092
SITXCOM004A Communicate on the telephone 2100
SITXCOM005A Make presentations 2106
SITXCOM006A Address protocol requirements 2113
SITXENV001A Participate in environmentally sustainable work practices 2119
SITXENV002A Implement and monitor environmentally sustainable work practices 2127
SITXENV003A Develop workplace policy and procedures for sustainability 2137
SITXEVT001B Develop and update event industry knowledge 2146
SITXEVT002B Provide event staging support 2157
SITXEVT003B Process and monitor event registrations 2165
SITXEVT004B Coordinate on-site event registrations 2172
SITXEVT005B Organise in-house events or functions 2179
SITXEVT006A Research and evaluate event industry trends and practices 2187

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT007B Determine event feasibility 2194
SITXEVT008A Plan and develop event proposals and bids 2202
SITXEVT009A Develop event concepts 2209
SITXEVT010B Evaluate and address event regulatory requirements 2217
SITXEVT011A Develop crowd control plans and procedures 2226
SITXEVT012A Select event venues and sites 2235
SITXEVT013A Manage event staging 2243
SITXEVT014A Develop conference programs 2250
SITXEVT015B Manage exhibitions 2257
SITXEVT016B Organise and monitor event infrastructure 2266
SITXEVT017B Provide on-site event management services 2274
SITXEVT018B Develop a transport strategy for an event 2282
SITXEVT019A Manage multi -venue events 2291
SITXFIN001A Process financial transactions 2299
SITXFIN002A Maintain financial records 2305
SITXFIN003A Interpret financial information 2312
SITXFIN004A Manage finances within a budget 2319
SITXFIN005A Prepare and monitor budgets 2326
SITXFIN006A Obtain and manage sponsorship 2334
SITXFIN007A Manage physical assets 2341
SITXFIN008A Manage financial operations 2348
SITXFSA001A Implement food safety procedures 2356
SITXFSA002A Develop and implement a food safety program 2367
SITXFSA003A Transport and store food in a safe and hygienic manner 2378
SITXGLC001A Develop and update legal knowledge required for business compliance 2384
SITXHRM001A Coach others in job skills 2391
SITXHRM002A Recruit, select and induct staff 2397
SITXHRM003A Roster staff 2406
SITXHRM004A Manage volunteers 2413
SITXHRM005A Lead and manage people 2421
SITXHRM006A Monitor staff performance 2429
SITXHRM007A Manage workplace diversity 2436
SITXHRM008A Manage workplace relations 2442
SITXHRM009A Provide mentoring support to business colleagues 2448
SITXICT001A Build and launch a website for a small business 2454
SITXINV001A Receive and store stock 2464
SITXINV002A Control and order stock 2471
SITXINV003A Manage and purchase stock 2478
SITXLAN1A Conduct basic workplace oral communication in a language other than English 2485
SITXLAN2A Conduct routine workplace oral communication in a language other than English 2494
SITXLAN3A Conduct workplace oral communication in a language other than English 2505
SITXLAN4A Conduct complex workplace oral communication in a language other than English 2515
SITXLAN5A Read and write workplace information in a language other than English 2525
SITXLAN6A Read and write workplace documents in a language other than English .. 2535
SITXMGT001A Monitor work operations 2544
SITXMGT002A Develop and implement operational plans 2551
SITXMGT003A Manage projects 2559
SITXMGT004A Develop and implement a business plan 2568
SITXMGT005A Manage business risk 2576
SITXMGT006A Establish and conduct business relationships 2587

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR001A Coordinate production of brochures and marketing materials.....2595
SITXMPR002A Create a promotional display or stand.....2603
SITXMPR003A Plan and implement sales activities.....2610
SITXMPR004A Coordinate marketing activities.....2618
SITXMPR005A Develop and manage marketing strategies.....2626
SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry.....2634
SITXOHS001B Follow health, safety and security procedures.....2641
SITXOHS002A Follow workplace hygiene procedures.....2650
SITXOHS003B Identify hazards, and assess and control safety risks.....2659
SITXOHS004B Implement and monitor workplace health, safety and security practices2669
SITXOHS005A Establish and maintain an OHS system.....2681
SITXQUA001A Contribute to workplace improvements.....2693
SITXQUA002A Originate and develop a concept.....2701
BSBCUS401A Coordinate implementation of customer service strategies.....2714
BSBEBU401A Review and maintain a website.....2722
BSBEBU501A Investigate and design e business solutions.....2728
BSBEBU502A Implement e business solutions.....2737
BSBFIA301A Maintain financial records.....2744
BSBFIA302A Process payroll.....2751
BSBFIA303A Process accounts payable and receivable.....2758
BSBFIA304A Maintain a general ledger.....2767
BSBFIA401A Prepare financial reports.....2773
BSBFIM501A Manage budgets and financial plans.....2779
BSBFIM502A Manage payroll.....2787
BSBFRA401B Manage compliance with franchisee obligations and legislative requirements.....2795
BSBFRA403B Manage relationship with franchisor.....2802
BSBFRA502B Manage a franchise operation.....2808
BSBITA401A Design databases.....2814
BSBITU102A Develop keyboard skills.....2821
BSBITU201A Produce simple word processed documents.....2826
BSBITU202A Create and use spreadsheets.....2834
BSBITU203A Communicate electronically.....2842
BSBITU301A Create and use databases.....2849
BSBITU302A Create electronic presentations.....2856
BSBITU305A Conduct online transactions.....2864
BSBITU306A Design and produce business documents.....2870
BSBITU309A Produce desktop published documents.....2877
BSBITU402A Develop and use complex spreadsheets.....2884
BSBMGT502B Manage people performance.....2892
BSBMGT516A Facilitate continuous improvement.....2899
BSBMGT617A Develop and implement a business plan.....2904
BSBMKG401B Profile the market.....2910
BSBMKG412A Conduct e-marketing communications.....2920
BSBMKG509A Implement and monitor direct marketing activities.....2927
BSBMKG510A Plan e-marketing communications.....2935
BSBMKG605B Evaluate international marketing opportunities.....2942
BSBMKG606B Manage international marketing programs.....2951
BSBMKG607B Manage market research.....2960
BSBPUR501B Develop, implement and review purchasing strategies.....2967
BSBRES401A Analyse and present research information.....2975
BSBSUS501A Develop workplace policy and procedures for sustainability.....2983

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBWOR204A Use business technology 2992
CPPSEC2012A Monitor and control individual and crowd behaviour 2999
CPPSEC3017A Plan and conduct evacuation of premises 3008
CPPSEC3018A Provide for the safety of persons at risk 3016
CUEAUD06B Apply a general knowledge of vision systems to work activities 3032
CUEFOH03C Provide seating and ticketing advice 3038
CUEFOH04C Usher patrons 3045
CUEFOH06C Manage venue services 3052
CUEFOH08B Process incoming customer orders 3059
CUELGT05B Record and operate standard lighting cues 3065
CUEPMT11B Manage the production process 3081
CUEPRP02B Research, obtain and prepare props 3089
CUESET05B Apply set construction techniques 3095
CUESMT05B Stage manage the production/event 3103
CUESMT10B Organise and facilitate rehearsals 3117
CUESMT11B Create, update and use production reference documents 3126
CUESOU07B Apply a general knowledge of audio to work activities 3133
CUESTA01C Install staging elements 3140
CUESTA05C Apply a general knowledge of staging to work activities 3147
CUETEM03C Establish and manage production requirements and resources 3153
CUETEM06B Organise and monitor bump in/bump out 3160
CUETGE05C Maintain physical production elements 3166
CUETGE15B Handle physical elements during bump in/bump out 3172
CUFCMP301A Implement copyright arrangements 3178
CUFCMP501A Manage and exploit copyright arrangements 3186
CUFDIG303A Produce and prepare photo images 3194
CUFIMA01A Produce and manipulate digital images 3204
CUFPOP03B Compile a production schedule 3212
CULLB510B Develop and maintain community/stakeholder relationships 3222
CULMS008A Conceive, develop and realise exhibition designs 3231
CULMS012A Plan event touring 3245
CULMS412B Record and maintain collection information 3256
CUSADM08A Address copyright requirements 3266
CUSFIN01A Finance a project 3274
CUVADM08B Develop and manage public relations strategies 3280
CUVADM10B Research and utilise revenue and funding opportunities 3287
CUVCRS03B Produce computer-aided drawings 3293
FNSACCT407B Set up and operate a computerised accounting system 3299
HLTFA301B Apply first aid 3307
HLTFA302A Provide first aid in remote situation 3318
ICAS1193B Connect a workstation to the internet 3325
ICAS2017B Maintain system integrity 3332
MEM18001C Use hand tools 3340
MEM18002B Use power tools/hand held operations 3346
PUAWER004B Respond to workplace emergencies 3352
RIISAM204A Operate small plant and equipment 3360
RTE3601A Install irrigation systems 3369
RTE3605A Troubleshoot irrigation systems 3377
RTF2017A Prune shrubs and small trees 3384
RTF2204A Construct low-profile timber or modular retaining walls 3392
RTF2208A Lay paving 3399
RTF3036A Plan and establish plant displays 3406
RTF3204A Construct concrete structures and features 3413

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF3217A Set out site for construction works 3420
SIFBGM001A Provide general grounds care 3427
SIFBGM002A Maintain property and structures 3435
SIFBGM006A Evaluate building and grounds maintenanceand development needs 3444
SIFBGM007A Coordinate building and grounds maintenance and development 3450
SIRXCCS001A Apply point-of-sale handling procedures 3457
SIRXMER001A Merchandise products 3466
SIRXQUA001A Develop innovative ideas at work 3475
SIRXQUA002A Lead a team to foster innovation 3484
SIRXQUA003A Create an innovative work environment 3493
SIRXQUA004A Set up systems that support innovation 3501
SIRXRSK001A Minimise theft 3510
SIRXSLS001A Sell products and services 3517
SIRXSLS002A Advise on products and services 3525
SRCAQU001B Monitor pool water quality 3532
SRXFAC001B Maintain equipment for activities 3539
SRXFAC002B Maintain sport and recreational facilities 3549
SRXFAC003B Implement facility maintenance programs 3564
SRXFAC005B Coordinate facility and equipment acquisition and maintenance 3579
SRXFAC008B Obtain facilities 3595
SRXFAC009B Plan, develop and commission facility development 3604
SRXINU003A Analyse participation patterns in specific markets of the leisure and recreation industry 3618
SRXINU011A Develop and maintain a competitive pricing strategy for a leisure and recreation service 3630
SRXINU014A Research and document the history of specific leisure and recreation service(s) 3642
TLIB307C Carry out vehicle servicing and maintenance 3653
TLIC107C Drive vehicle 3661
TLIC807C Drive coach/bus 3670
TLIE507C Carry out basic workplace calculations 3679
UEGNSG604A Fill gas cylinders 3685

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Modification History

Version 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
2.3	Pre-release version December 2010	• General: • • The elective list for most qualifications broadened to include selection from other Training Packages and accredited courses. • • Minor editorial changes made to: • Version modification history table to ensure consistency across the Training Package. • Qualification requirements table to ensure consistency across the Training Package. • • Hospitality: • The following changes made to SIT20207 Certificate II in Hospitality: • Specialisation units re-categorised as elective groups. • The following changes made to SIT30707 Certificate III in Hospitality: • Specialisation units re-categorised as elective groups. • • Minor editorial changes made to: • Qualification rules for SIT10307 Certificate I in Hospitality (Kitchen Operations). • Unit descriptor for unit SITHASC014A Design and operate an Asian kitchen. • 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• SITHFAB002B Operate a bar reference in unit SITHFAB011A Develop and update food and beverage knowledge. • Element 2.5 for unit SITHGAM001A Attend gaming machines. • • Skills for sustainability embedded into the following Hospitality units: • 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		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 • • Version identifiers changed from A to B, or B to C, for the following units: • 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • • Tourism: The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • 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. The following changes made to SIT30307 Certificate III in Tourism (Tour Wholesaling): • Specialisation units re-categorised as core options. The following changes made to SIT40207 Certificate IV in Tourism: • Specialisation units re-categorised as core options. The following changes made to SIT50107 Diploma of Tourism: • Specialisation units re-categorised as core options. • • Minor editorial changes made to: • Evidence Guide for unit SITTPPD002A Research tourism data. • Required Skills and Knowledge for unit SITTPPD005A

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		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). • • Skills for sustainability embedded into the following Tourism units: • 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • SITTVAF001A Provide venue information and assistance • SITTVAF003A Operate a ride location • SITTVAF005A Operate a games location Version identifiers changed from A to B for the following units: • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • Events: The following changes made to SIT60207 Advanced Diploma of Events: • 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. • • Skills for sustainability embedded into the following Events units: • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• SITXEVT017A Provide on site event management services • SITXEVT018A Develop a transport strategy for an event • Version identifiers changed from A to B for the following 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 • SITXEVT005B Organise in house events or functions • SITXEVT007B Determine event feasibility • SITXEVT010B Evaluate and address event regulatory requirements • 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	The following changes made to SIT10307 Certificate I in Hospitality (Kitchen Operations): • 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. The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • 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	• 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	• Addition of four Holiday Parks and Resorts qualifications : • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• Addition of four Holiday Parks and Resorts units of competency: • SITTIND202A Develop and update caravan industry knowledge • SITTHPR301A Plan and organise daily work • SITTHPR302A Plan and organise in-house recreational activities • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		procedures • SITXOHS003B Identify hazards, and assess and control safety risks • SITXOHS004B Implement and monitor workplace health, safety and security practices • Imported units: • 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. • Skill sets added: • Barista • Beverage specialist • Essential business skills for a restaurant manager • Responsible service of alcohol • Sommelier

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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

Preliminary information

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 2 – 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).

Version 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
2.3	Pre-release version December 2010	• General: • • The elective list for most qualifications broadened to include selection from other Training Packages and accredited courses. • • Minor editorial changes made to: • Version modification history table to ensure consistency across the Training Package. • Qualification requirements table to ensure consistency across the Training Package. • • Hospitality: • The following changes made to SIT20207 Certificate II in Hospitality: • Specialisation units re-categorised as elective groups. • The following changes made to SIT30707 Certificate III in Hospitality: • Specialisation units re-categorised as elective groups. • • Minor editorial changes made to: • Qualification rules for SIT10307 Certificate I in Hospitality (Kitchen Operations). • Unit descriptor for unit SITHASC014A Design and operate an Asian kitchen. • 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. • • Skills for sustainability embedded into the following Hospitality units:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • • Version identifiers changed from A to B, or B to C, for the following units: • 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• • Tourism: The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • 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. The following changes made to SIT30307 Certificate III in Tourism (Tour Wholesaling): • Specialisation units re-categorised as core options. The following changes made to SIT40207 Certificate IV in Tourism: • Specialisation units re-categorised as core options. The following changes made to SIT50107 Diploma of Tourism: • Specialisation units re-categorised as core options. • • Minor editorial changes made to: • 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). • • Skills for sustainability embedded into the following

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		Tourism units: • 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 • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • SITTVAF001A Provide venue information and assistance • SITTVAF003A Operate a ride location • SITTVAF005A Operate a games location Version identifiers changed from A to B for the following units: • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • Events: The following changes made to SIT60207 Advanced Diploma of Events: • 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. • • Skills for sustainability embedded into the following Events units: • 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 • Version identifiers changed from A to B for the following units: • SITXEVT001B Develop and update event industry knowledge • SITXEVT002B Provide event staging support

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 requirements • 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	The following changes made to SIT10307 Certificate I in Hospitality (Kitchen Operations): • 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. The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales): • 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	• 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	• Addition of four Holiday Parks and Resorts qualifications : • 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 • Addition of four Holiday Parks and Resorts units of competency: • SITTIND202A Develop and update caravan industry knowledge • SITTHPR301A Plan and organise daily work • SITTHPR302A Plan and organise in-house recreational activities • SITTHPR303A Tow and site a recreational vehicle safely

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		• 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 • SITXOHS004B Implement and monitor workplace health, safety and security practices • Imported units: • BSB01 Business Services Training Package replaced by updated versions from BSB07 Business Services Training

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Version	Release date	Comments
		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. • Skill sets added: • Barista • Beverage specialist • Essential business skills for a restaurant manager • Responsible service of alcohol • Sommelier • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of SIT07 Training Package Version 2

Summary of AQF qualifications in SIT07 Training Package Version 2	
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
SIT30207	Certificate III in Tourism (Retail Travel Sales)
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of AQF qualifications in SIT07 Training Package Version 2	
Code	**Title**
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
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 2 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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
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	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
	than English	
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
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	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
	strategies	
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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite 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
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	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
	sustainable tourism operations	
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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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 commentary	Nil
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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 C1ean 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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		prepare food SITHCCC002A Present food
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes	SITXOHS002A Follow workplace hygiene procedures 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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, 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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 and cook meat
SITHCCC021B	Handle and serve cheese	SITXOHS002A Follow workplace hygiene procedures
SITHCCC022A	Prepare chocolate and chocolate confectionery	SITXOHS002A Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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 store kitchen supplies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		safety procedures
SITHCCC033B	Apply catering control principles	SITHCCC005A Use basic methods of cookery SITHCCC016A Develop 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		workplace hygiene procedures SITHFAB003A Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages	SITXOHS002A Follow workplace hygiene procedures SITHFAB009A Provide 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
		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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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
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	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
	service	
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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Summary of units of competency in SIT07 Training Package Version 2 and their prerequisite requirements		
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 V2 Training Package		
Code	Title	Origin
BSBCUS401A	Coordinate implementation of customer service strategies	BSB07 Business Services Training Package
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	BSB07 Business Services Training Package

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
	requirements	
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
BSBITU202A	Create and use spreadsheets	BSB07 Business Services Training Package
BSBITU203A	Communicate electronically	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	BSB07 Business Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
	marketing activities	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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
		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
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 /	CUE03 Entertainment Training

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
	bump out	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
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	FNS04 Financial Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
	accounting system	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 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
		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
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
		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
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	TLI07 Transport and Logistics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Imported units of competency in SIT07 V2 Training Package		
Code	Title	Origin
	calculations	Training Package
UEGNSG604A	Fill gas cylinders	UEG06 Gas Industry Training Package

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
SIT10107 Certificate I in Tourism (Australian Indigenous Culture)	SIT10107 Certificate I in Tourism (Australian Indigenous Culture)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT10207 Certificate I in Hospitality	SIT10207 Certificate I in Hospitality	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT10307 Certificate I in Hospitality (Kitchen Operations)	SIT10307 Certificate I in Hospitality (Kitchen Operations)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT20107 Certificate II in Tourism	SIT20107 Certificate II in Tourism	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT20207 Certificate II in Hospitality	SIT20207 Certificate II in Hospitality	Minor updates to the following OHS units:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		SITXOHS001B Follow health, safety and security procedures
SIT20307 Certificate II in Hospitality (Kitchen Operations)	SIT20307 Certificate II in Hospitality (Kitchen Operations)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT20407 Certificate II in Hospitality (Asian Cookery)	SIT20407 Certificate II in Hospitality (Asian Cookery)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
Nil	SIT20509 Certificate II in Holiday Parks and Resorts	New qualification.Replaces THC20404 Certificate II in Caravan Park Operations. The intent of the qualification remains unchanged. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT30107 Certificate III in Tourism	SIT30107 Certificate III in Tourism	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures Minor updates to the following client customer units: SITXCCS001B Provide visitor information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
SIT30207 Certificate III in Tourism (Retail Travel Sales)	SIT30207 Certificate III in Tourism (Retail Travel Sales)	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT30307 Certificate III in Tourism (Tour Wholesaling)	SIT30307 Certificate III in Tourism (Tour Wholesaling)	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures.
SIT30407 Certificate III in Tourism (Visitor Information Services)	SIT30407 Certificate III in Tourism (Visitor Information Services)	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures. Minor updates to the following client customer units: SITXCCS001B Provide visitor information.
SIT30507 Certificate III in Tourism (Guiding)	SIT30507 Certificate III in Tourism (Guiding)	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		safety and security procedures. SITXOHS003B Identify hazards and assess and control safety risks. Minor updates to the following First Aid units HLTFA301B Apply first aid Updated and / or new elective units now included in this qualification.
SIT30607 Certificate III in Events	SIT30607 Certificate III in Events	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT30707 Certificate III in Hospitality	SIT30707 Certificate III in Hospitality	Updated and / or new elective units now included in this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT30807 Certificate III in Hospitality (Commercial Cookery)	SIT30807 Certificate III in Hospitality (Commercial Cookery)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures
SIT30907 Certificate III in Hospitality (Asian Cookery)	SIT30907 Certificate III in Hospitality (Asian Cookery)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		Minor updates to the following First Aid units: HLTFA301B Apply first aid
SIT31007 Certificate III in Hospitality (Catering Operations)	SIT31007 Certificate III in Hospitality (Catering Operations)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures Updated and / or new elective units now included in this qualification.
SIT31107 Certificate III in Hospitality (Patisserie)	SIT31107 Certificate III in Hospitality (Patisserie)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures Updated and / or new elective units now included in this qualification.
Nil	SIT31209 Certificate III in Holiday Parks and Resorts	New qualification.Replaces THC30404 Certificate III in Caravan Park Operations. The intent of the qualification remains unchanged. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS003B Identify hazards,and assess and control safety risks.
SIT40107 Certificate IV in Tourism (Guiding)	SIT40107 Certificate IV in Tourism (Guiding)	Holiday Parks and Resorts units are now available as electives for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS003B Identify hazards,and assess and control safety risks. Minor updates to the following First Aid units HLTFA301B Apply first aid Updated and / or new elective units now included in this qualification.
SIT40207 Certificate IV in Tourism	SIT40207 Certificate IV in Tourism	Holiday Parks and Resorts units are now available as electives for this qualification.
SIT40307 Certificate IV in Hospitality	SIT40307 Certificate IV in Hospitality	Updated and / or new elective units now included in this qualification.
SIT40407 Certificate IV in Hospitality (Commercial Cookery)	SIT40407 Certificate IV in Hospitality (Commercial Cookery)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS004B Implement and monitor workplace health,safety and security practices Minor updates to the following First Aid units: HLTFA301B Apply first aid. Updated and / or new elective units now included in this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
SIT40507 Certificate IV in Hospitality (Asian Cookery)	SIT40507 Certificate IV in Hospitality (Asian Cookery)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS004B Implement and monitor workplace health,safety and security practices Minor updates to the following First Aid units: HLTFA301B Apply first aid.
SIT40607 Certificate IV in Hospitality (Catering Operations)	SIT40607 Certificate IV in Hospitality (Catering Operations)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS004B Implement and monitor workplace health,safety and security practices
SIT40707 Certificate IV in Hospitality (Patisserie)	SIT40707 Certificate IV in Hospitality (Patisserie)	Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS004B Implement and monitor workplace health,safety and security practices.
Nil	SIT40809 Certificate IV in Holiday Parks and Resorts	New qualification.Replaces THC40404 Certificate IV in Caravan Park Supervision.The intent of the qualification remains unchanged. Minor updates to the following OHS units: SITXOHS003B Identify hazards,and assess and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		control safety risks. SITXOHS004B Implement and monitor workplace health,safety and security practices.
SIT50107 Diploma of Tourism	SIT50107 Diploma of Tourism	Holiday Parks and Resorts units are now available as electives for this qualification. Minor updates to the following OHS units: SITXOHS004B Implement and monitor workplace health,safety and security practices Updated and / or new elective units now included in this qualification.
SIT50207 Diploma of Events	SIT50207 Diploma of Events	Minor updates to the following OHS units: SITXOHS003B Identify hazards,and assess and control safety risks.
SIT50307 Diploma of Hospitality	SIT50307 Diploma of Hospitality	Updated and new elective units now included in this qualification. Minor updates to the following OHS units: SITXOHS001B Follow health, safety and security procedures SITXOHS004B Implement and monitor workplace health,safety and security practices.
Nil	SIT50409 Diploma of Holiday Parks and Resorts	New qualification.Replaces THC50404 Diploma of Caravan

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		Park Management. The intent of the qualification remains unchanged. Minor updates to the following OHS units: SITXOHS003B Identify hazards,and assess and control safety risks. SITXOHS004B Implement and monitor workplace health,safety and security practices.
SIT60107 Advanced Diploma of Tourism	SIT60107 Advanced Diploma of Tourism	Holiday Parks and Resorts units are now available as electives for this qualification. Updated and / or new elective units now included in this qualification.
SIT60207 Advanced Diploma of Events	SIT60207 Advanced Diploma of Events	Minor updates to the following management units: BSBMGT502B Manage people performance Minor updates to the following administration units: CUVADM08B Develop and manage public relations strategies.
SIT60307 Advanced Diploma of Hospitality	SIT60307 Advanced Diploma of Hospitality	Updated and new elective units now included in this qualification. Minor updates to the following OHS units: SITXOHS004B Implement and monitor workplace health,safety and security practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
Cross-Sector units		
Administration		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are updated. Refer to summary of units for further information.
Client and Customer Service		
SITXCCS001A Provide visitor information	SITXCCS001B Provide visitor information	• **E between Version 1 and 2** • Information on employability skills updated • Information on wineries included in the application • Required knowledge: broad note about varying information • Range statement: sources of visitor information/ winemakers and other wine experts.
Communication and Teamwork		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are updated. Refer to summary of units for further information.
E-Business		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		updated. Refer to summary of units for further information.
Environmental Sustainability		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are updated.
Finance		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are updated.
First Aid		
See comment	See comment	**E between Version 1 and 2** Please note that imported units are updated. Refer to summary of units for further information.
Franchising		
See comment	See comment	**E between Version 1 and 2** Please note that imported units are updated. Refer to summary of units for further information.
Food Safety		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Refer to summary of units for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		further information.
Governance and Legal Compliance		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Refer to summary of units for further information.
Human Resource Management		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07 units. Please note that imported units are updated. Refer to summary of units for further information.
Computer Operations and ICT Management		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Refer to summary of units for further information.
Inventory		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Refer to summary of units for further information.
Languages other than English		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Refer to summary of units for further information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
Merchandising		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Refer to summary of units for further information.
Management and Leadership		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Please note that imported units are updated. Refer to summary of units for further information.
Marketing and Public Relations		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Please note that imported units are updated. Refer to summary of units for further information.
Occupational Health and Safety		
SITXOHS001A Follow health, safety and security procedures	SITXOHS001B Follow health, safety and security procedures	**E between Version 1 and 2** Minor addition to range statement to reference inert gas safety.
SITXOHS003A Identify hazards, and assess and control safety risks	SITXOHS003B Identify hazards, and assess and control safety risks	**E between Version 1 and 2** Minor addition to range statement to reference inert gas safety.
SITXOHS004A Implement and monitor workplace health, safety and security practices	SITXOHS004B Implement and monitor workplace health, safety	**E between Version 1 and 2** Minor addition to range statement to reference inert gas safety.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	and security practices	
Quality and Innovation		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Please note that imported units are updated. Refer to summary of units for further information.
Risk Management and Security		
See comment	See comment	**E between Version 1 and 2** Please note that imported units are updated. Refer to summary of units for further information.
See comment	SITXCCS305A Provide lost and found facility	**E between Version 1 and 2** Recoded unit based on and equivalent to PRSSO217A Provide lost and found facility.
Sales		
See comment	See comment	**E between Version 1 and 2** No changes made to SIT07units. Refer to summary of units for further information.
Tourism		
Guiding		
SITTGDE001A Work as a guide	SITTGDE001A Work as a guide to SITTGDE001B Work as	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	a guide	
Holiday Parks and Resorts – Tourism		
Nil	SITTHPR301A Plan and organise daily work to SITTHPR301B Plan and organise daily work	**E between Version 1 and 2** Unit updated and equivalent to THCCOR05B Plan and organise daily work. **E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Nil	SITTHPR302A Plan and organise in-house recreational activities to SITTHPR302B Plan and organise in-house recreational activities	**E between Version 1 and 2** Unit updated and equivalent to THCGCS09A Organise in-house recreational activities. **E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Nil	SITTHPR303A Tow and site a recreational vehicle safely	**N between Version 1 and 2** Based on but not equivalent to THCGHS09B Tow a recreational vehicle safely
Working in Industry		
SITTIND001A Develop and update tourism industry knowledge	SITTIND001A Develop and update tourism industry knowledge to SITTIND001B Develop and update tourism industry knowledge	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Nil	SITTIND202A Develop and update caravan industry knowledge to	**E between Version 1 and 2** Unit updated and equivalent to THCCOR04B Develop and update caravan industry knowledge.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	SITTIND202B Develop and update caravan industry knowledge	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Planning and Product Development		
SITTPPD001A Research, assess and develop tourism products	SITTPPD001A Research, assess and develop tourism products to SITTPPD001B Research, assess and develop tourism products SITTPPD001B Research, assess and develop tourism products	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTPPD003A Source and package tourism products	SITTPPD003A Source and package tourism products to SITTPPD003B Source and package tourism products	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTPPD006A Plan and develop ecologically sustainable tourism operations	SITTPPD006A Plan and develop ecologically sustainable tourism operations to SITTPPD006B Plan and develop ecologically sustainable tourism operations	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Tour Operations		
SITTTOP003A Operate and maintain a 4WD tour vehicle	SITTTOP003A Operate and maintain a 4WD tour vehicle	**E within Version 2** Unit updated to ensure coverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	to SITTTOP003B Operate and maintain a 4WD tour vehicle	of skills for sustainability.
SITTTOP004A Set up and operate a camp site	SITTTOP004A Set up and operate a camp site to SITTTOP004B Set up and operate a camp site	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTOP006A Operate tours in a remote area	SITTTOP006A Operate tours in a remote area to SITTTOP006B Operate tours in a remote area	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Tourism Sales and Operations		
SITTTSL006A Prepare quotations	SITTTSL006A Prepare quotations to SITTTSL006B Prepare quotations	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL007A Receive and process reservations	SITTTSL007A Receive and process reservations to SITTTSL007B Receive and process reservations	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL008A Book and coordinate supplier services	SITTTSL008A Book and coordinate supplier services to SITTTSL008B Book and coordinate supplier services	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
SITTTSL009A Process travel related documentation	SITTTSL009A Process travel related documentation to SITTTSL009B Process travel related documentation	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL010A Control reservations or operations using a computerised system	SITTTSL010A Control reservations or operations using a computerised system to SITTTSL010B Control reservations or operations using a computerised system	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL012A Construct domestic airfares	SITTTSL012A Construct domestic airfares to SITTTSL012B Construct domestic airfares	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL013A Construct normal international airfares	SITTTSL013A Construct normal international airfares to SITTTSL013B Construct normal international airfares	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL014A Construct promotional international airfares	SITTTSL014A Construct promotional international airfares to SITTTSL014B Construct promotional international	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	airfares	
SITTTSL015A Construct advanced international airfares	SITTTSL015A Construct advanced international airfares to SITTTSL015B Construct advanced international airfares	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITTTSL016A Administer billing and settlement plan	SITTTSL016A Administer billing and settlement plan to SITTTSL016B Administer billing and settlement plan	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Venue and Facility Operations		
SITTVAF005A Operate a games location	SITTVAF005A Operate a games location to SITTVAF005B Operate a games location	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Hospitality		
Accommodation Services		
SITHACS001A Provide accommodation reception services	SITHACS001A Provide accommodation reception services to SITHACS001B Provide accommodation reception services	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHACS002A Conduct night audit	SITHACS002A Conduct night audit	**E within Version 2** Unit updated to ensure coverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	to SITHACS002B Conduct night audit	of skills for sustainability.
SITHACS004A Provide housekeeping services to guests	SITHACS004A Provide housekeeping services to guests to SITHACS004B Provide housekeeping services to guests	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHACS005A Prepare rooms for guests	SITHACS005A Prepare rooms for guests to SITHACS005B Prepare rooms for guests	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHACS006A Clean premises and equipment	SITHACS006A Clean premises and equipment to SITHACS006B Clean premises and equipment	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHACS007A Launder linen and guest clothes	SITHACS007A Launder linen and guest clothes to SITHACS007B Launder linen and guest clothes	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHACS008A Provide valet service	SITHACS008A Provide valet service to SITHACS008B Provide valet service	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Asian Cookery		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
SITHASC008A Prepare desserts for Asian cuisines	SITHASC008A Prepare desserts for Asian cuisines to SITHASC008B Prepare desserts for Asian cuisines	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHASC013A Plan menus for Asian cuisines	SITHASC013A Plan menus for Asian cuisines to SITHASC013B Plan menus for Asian cuisines	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Cookery and Commercial Catering		
SITHCCC001A Organise and prepare food	SITHCCC001A Organise and prepare food to SITHCCC001B Organise and prepare food	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC003A Receive and store kitchen supplies	SITHCCC003A Receive and store kitchen supplies to SITHCCC003B Receive and store kitchen supplies	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC004A Clean and maintain kitchen premises	SITHCCC004A Clean and maintain kitchen premises to SITHCCC004B Clean and maintain kitchen premises	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC020A Prepare portion-controlled meat cuts	SITHCCC020A Prepare portion-controlled meat cuts to SITHCCC020B Prepare portion-controlled meat	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	cuts	
SITHCCC021A Handle and serve cheese	SITHCCC021A Handle and serve cheese to SITHCCC021B Handle and serve cheese	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC023A Select, prepare and serve specialised food items	SITHCCC023A Select, prepare and serve specialised food items to SITHCCC023B Select, prepare and serve specialised food items	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC024A Select, prepare and serve specialised cuisines	SITHCCC024A Select, prepare and serve specialised cuisines to SITHCCC024B Select, prepare and serve specialised cuisines	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC033A Apply catering control principles	SITHCCC033A Apply catering control principles to SITHCCC033B Apply catering control principles	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC036A Select catering systems	SITHCCC036A Select catering systems to SITHCCC036B Select catering systems	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHCCC037A Manage facilities associated with commercial catering contracts	SITHCCC037B Manage facilities associated with commercial catering	**N between Version 1 and 2** Addition to required knowledge to cover safety considerations of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	contracts to SITHCCC037C Manage facilities associated with commercial catering contracts	particular relevance to commercial catering facilities, including specific requirements for the safe operation of: • cooking equipment • beverage dispensing equipment • Minor additions to range statement to cover safety issues. **E within Version 2** • Unit updated to ensure coverage of skills for sustainability.
SITHCCC038A Plan the catering for an event or function	SITHCCC038B Plan catering for an event or function	**N between Version 1 and 2** Addition to required knowledge to cover safety considerations associated with different types of catering equipment, including: • cooking equipment • beverage dispensing systems (inert gas, chemical use). Minor additions to range statement to reflect coverage of beverages as well as food.
SITHCCC039A Prepare tenders for catering contracts	SITHCCC039A Prepare tenders for catering contracts to SITHCCC039B Prepare tenders for catering contracts	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Food and Beverage		
SITHFAB001A Clean and tidy bar areas	SITHFAB001B Clean and tidy bar areas	**N between Version 1 and 2** Addition to required knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	to SITHFAB001C Clean and tidy bar areas	to cover safety issues of particular relevance to bar operations, including: • general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers • signage used for areas of restricted access. **E within Version 2** • Unit updated to ensure coverage of skills for sustainability.
SITHFAB002A Operate a bar	SITHFAB002B Operate a bar to SITHFAB002C Operate a bar	• **N between Version 1 and 2** • Addition to required knowledge to cover: • hygiene issues of specific relevance to beverage service • safety issues and safe work practices of specific relevance to bar operations including: • overview knowledge of the Australian Standards that apply to safe bar operations (eg AS5034-2005) • specific dangers of inert gases used in beer and post mix systems, how they apply in different hospitality environments, and the measures required to ensure worker and patron safety • issues and requirements around the types of chemicals used in bar operations • requirements around appropriate signage for areas where gases and chemicals are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		used • scope of responsibilities of different workers and contractors in relation to bar equipment. **E within Version 2** • Unit updated to ensure coverage of skills for sustainability.
SITHFAB006A Operate cellar systems	SITHFAB227A Operate and monitor cellar systems	**N between Version 1 and 2** Unit deleted. • Unit significantly changed to place greater and more specific focus on safety and therefore not equivalent to SITHFAB006A. • Changes include: • additional information in unit descriptor and application of the unit • re-structuring of elements and performance criteria • expansion and specification of required knowledge • changes to range statement to better reflect safety issues and updated terminology • greater specification of requirements in evidence guide.
SITHFAB010A Prepare and serve non-alcoholic beverages	SITHFAB010B Prepare and serve non-alcoholic beverages to SITHFAB010C Prepare and serve non alcoholic beverages	**N between Version 1 and 2** **Addition to required knowledge to cover** safety issues and safe work practices of particular relevance to the service of non-alcoholic drinks, including: • requirements for the use of coffee machines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
		• potential dangers associated with post-mix dispensing systems (inert gas) • use of refrigeration • working with ingredients at high temperatures. **E within Version 2** • Unit updated to ensure coverage of skills for sustainability.
SITHFAB012A Prepare and serve espresso coffee	SITHFAB012A Prepare and serve espresso coffee to SITHFAB012B Prepare and serve espresso coffee	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITHFAB014A Provide specialist advice on wine	Deleted	**Between Version 1 and 2** Unit deleted and replaced with two units, one focussing on Australian wines (SITHFAB325A) and the other on imported wines (SITHFAB326A).
SITHFAB019A Manage wine for a wine outlet	SITHFAB428A Manage the sale or service of wine	**N between Version 1 and 2** Unit refined to provide a clearer focus on the management of wine sales and service and the business aspects of the unit.
Nil	SITHFAB222A Conduct a product tasting for alcoholic beverages	**Between Version 1 and 2** New unit based on FDFCDSSTTA Conduct a standard product tasting.
Nil	SITHFAB323A Provide advice on beers, spirits and liqueurs	**Between Version 1 and 2** New unit
Nil	SITHFAB324A Provide	**Between Version 1 and 2**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	specialised advice on food and beverage matching	New unit
Nil	SITHFAB325A Provide specialised advice on Australian wines	**Between Version 1 and 2** New unit based on, but not equivalent to SITHFAB014A Provide specialist advice on wine.
Nil	SITHFAB326A Provide specialised advice on imported wines	**Between Version 1 and 2** New unit based on, but not equivalent to SITHFAB014A. Provide specialist advice on wine.
Gaming		
SITHGAM004A Analyse and report on gaming machine data	SITHGAM004A Analyse and report on gaming machine data to SITHGAM004B Analyse and report on gaming machine data	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Working in Industry		
SITHIND001A Develop and update hospitality industry knowledge	SITHIND001A Develop and update hospitality industry knowledge to SITHIND001B Develop and update hospitality industry knowledge	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
Events		
SITXEVT001A Develop and update event industry knowledge	SITXEVT001A Develop and update event industry knowledge to SITXEVT001B Develop	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	and update event industry knowledge	
SITXEVT002A Provide event staging support	SITXEVT002A Provide event staging support to SITXEVT002B Provide event staging support	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT003A Process and monitor event registrations	SITXEVT003A Process and monitor event registrations to SITXEVT003B Process and monitor event registrations	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT004A Coordinate on site event registrations	SITXEVT004A Coordinate on site event registrations to SITXEVT004B Coordinate on site event registrations	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT005A Organise in house events or functions	SITXEVT005A Organise in house events or functions to SITXEVT005B Organise in house events or functions	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT007A Determine event feasibility	SITXEVT007A Determine event feasibility to SITXEVT007B Determine event	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	feasibility	
SITXEVT010A Evaluate and address event regulatory requirements	SITXEVT010A Evaluate and address event regulatory requirements to SITXEVT010B Evaluate and address event regulatory requirements	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT015A Manage exhibitions	SITXEVT015A Manage exhibitions to SITXEVT015B Manage exhibitions	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT016A Organise and monitor event infrastructure	SITXEVT016A Organise and monitor event infrastructure to SITXEVT016B Organise and monitor event infrastructure	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT017A Provide on site event management services	SITXEVT017A Provide on site event management services to SITXEVT017B Provide on site event management services	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.
SITXEVT018A Develop a transport strategy for an event	SITXEVT018A Develop a transport strategy for an event to SITXEVT018B Develop a transport strategy for an	**E within Version 2** Unit updated to ensure coverage of skills for sustainability.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of SIT07 V2 qualifications		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1**
	event	

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
BSBADM304A Design and Develop text documents	deleted	**N** Deleted and incorporated into BSBITU307A Develop keyboarding speed and accuracy and BSBITU309A Produce desktop published documents.
BSBADM305A Create and use databases	BSBITU301A Create and use databases	**E** Unit updated and equivalent to BSBADM305A.
BSBADM306A Create electronic presentations	BSBITU302A Create electronic presentations	**E** Unit updated and equivalent to BSBADM306A.
BSBADM308A Process payroll	BSBFIA302A Process payroll	**E** Updated and equivalent
BSBADM309A Process accounts payable and receivable	BSBFIA303A Process accounts payable and receivable	**E** Updated and equivalent
BSBADM310A Maintain a general ledger	BSBFIA304A Maintain a general ledger	**E** Updated and equivalent
BSBADM403A Develop and use complex databases	BSBITA401A Design databases	**N** Deleted and incorporated into a new unit BSBITA401A Design databases.
BSBADM404A Develop	BSBITU402A Develop	**E**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
and use complex spreadsheets	and use complex spreadsheets	Unit updated and equivalent to BSBADM404A.
BSBADM408A Prepare financial reports	BSBFIA401A Prepare financial reports	**E** Updated and equivalent
BSBADM505A Manage payroll	BSBFIM502A Manage payroll	**E** Updated and equivalent
BSBCMN108A Develop keyboard skills	BSBITU102A Develop keyboard skills	**E** Unit updated and equivalent to BSBCMN108A.
BSBCMN205A Use business technology	BSBWOR204A Use business technology	**E** Unit updated and equivalent to BSBCMN205A.
BSBCMN213A Produce simple wordprocessed documents	BSBITU201A Produce simple word processed documents	**E** Unit updated and equivalent to BSBCMN213A.
BSBCMN214A Create and use simple spreadsheets Error! Bookmark not defined.	BSBITU202A Create and use spreadsheets	**E** Unit updated and equivalent to BSBCMN214A
BSBCMN306A Produce business documents	BSBITU306A Design and produce business documents	**E** Unit updated and equivalent to BSBCMN306A
BSBCMN308A Maintain financial records	BSBFIA301A Maintain financial records	**E** Updated and equivalent
BSBEBUS302A Use and maintain electronic mail system	BSBITU203A Communicate electronically	**N** Deleted and merged with BSBITU203A Communicate electronically.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
BSBEBUS401A Conduct online research	BSBRES401A Analyse and present research information	**E** Updated and equivalent
BSBEBUS404A Trade online	BSBITU305A Conduct online transactions	**N** Deleted and merged with BSBITU305A Conduct online transactions.
BSBEBUS405A Conduct online financial transactions	BSBITU305A Conduct online transactions	**N** Deleted and merged with BSBITU305A Conduct online transactions.
BSBEBUS407A Review and maintain the business aspects of a website	BSBEBU401A Review and maintain a website	**E** Updated and equivalent
BSBEBUS408A Implement and monitor delivery of quality customer service online	BSBCUS401A Coordinate implementation of customer service strategies	**N** Deleted and merged with BSBCUS401A Coordinate implementation of customer service strategies.
BSBEBUS501A Evaluate e business opportunities	BSBEBU501A Investigate and design e-business solutions	**N** Deleted and incorporated into a new unit BSBEBU501A Investigate and design e-business solutions.
BSBEBUS502A Evaluate e business models	BSBEBU501A Investigate and design e-business solutions	**N** Deleted and incorporated into a new unit BSBEBU501A Investigate and design e-business solutions.
BSBEBUS504A Implement an e-business strategy	BSBEBU501A Investigate and design e-business solutions	**N** Deleted and incorporated into a new unit BSBEBU501A Investigate and design e-business solutions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
BSBEBUS507A Manage the business aspects of a website	Deleted	**N** Deleted as duplicated units in the ICA05 Information and Communications Technology Training Package.
BSBEBUS516A Manage online purchasing	Deleted	**N** Deleted as covered by BSBPUR501B Develop, implement and review purchasing strategies.
BSBEBUS517A Manage online inventory	Deleted	**E** BSBPUR501B Develop, implement and review purchasing strategies.
BSBEBUS519A Manage online sales systems	Deleted	**N** Deleted and merged into a new unit BSBEBU502A Implement e-business solutions.
BSBEBUS520A Manage online payments systems	Deleted	**N** Deleted and merged into a new unit BSBEBU502A Implement e-business solutions.
BSBEBUS521A Plan e marketing communications	BSBMKG510A Plan e-marketing communications	**E** Updated and equivalent
BSBEBUS522A Conduct e marketing communications	BSBMKG412A Conduct e- marketing communications	**E** Updated and equivalent
BSBEBUS601A Develop an e-business strategy	Deleted	**E** Deleted as merged into a new unit BSBEBU501A Investigate and design e-business solutions.
BSBEBUS602A Develop	Deleted	**N**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
an action plan for an e-business strategy		Deleted as merged into a new unit BSBEBU501A Investigate and design e-business solutions.
BSBEBUS603A Evaluate new technologies for business	Deleted	**E** Deleted and replaced by units from the ICA05 Information and Communications Technology Training Package.
BSBEBUS604A Develop a business website strategy	Deleted	**N** Deleted as merged into a new unit BSBEBU501A Investigate and design e-business solutions.
BSBEBUS613A Develop online customer service strategies	Deleted	**N** Deleted; candidates seeking outcomes associated with this unit are advised to pick up PSPPOL501A Develop organisation policy from the PSP04 Public Sector Training Package.
BSBEBUS614A Build online customer loyalty	Deleted	**N** Deleted and merged into BSBCUS501A Manage quality customer service.
Nil	BSBFIA301A Maintain financial records	New unit
BSBFLM509B Facilitate continuous improvement	BSBMGT516A Facilitate continuous improvement	**E** Unit updated and equivalent to BSBFLM509B - minor change.
BSBFRA401A Manage compliance with franchisee obligations and legislative requirements	BSBFRA401B Manage compliance with franchisee obligations and legislative requirements	**E** Updated and equivalent

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
BSBFRA403A Manage relationship with franchisor	BSBFRA403B Manage relationship with franchisor	**E** Updated and equivalent
BSBFRA502A Manage a franchise operation	BSBFRA502B Manage a franchise operation	**E** Updated and equivalent
Nil	BSBITU202A Create and use spreadsheets	New unit
Nil	BSBITU306A Design and produce business documents	New unit
Nil	BSBITU402A Develop and use complex spreadsheets	New unit
BSBMGT603A Review and develop business plans Error! Bookmark not defined.	BSBMGT617A Develop and implement a business plan	**E** Deleted and replaced by a new unit BSBMGT617A Develop and implement a business plan.
BSBMGT604A Manage business operations	BSBMGT617A Develop and implement a business plan	**E** Deleted and replaced by a new unit BSBMGT617A Develop and implement a business plan.
BSBMKG401A Profile the market	BSBMKG401B Profile the market	**E** Unit updated and equivalent to BSBMKG401A
BSBMKG604A Develop and manage direct marketing campaigns	BSBMKG509A Implement and monitor direct marketing activities	**N** Deleted and replaced by new units BSBMKG508A Plan direct marketing activities and BSBMKG509A Implement and monitor direct marketing activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
BSBMKG605A Evaluate international marketing opportunities	BSBMKG605B Evaluate international marketing opportunities	**E** Unit updated and equivalent to BSBMKG605A.
BSBMKG606A Manage international marketing programs	BSBMKG606B Manage international marketing programs	**E** Unit updated and equivalent to BSBMKG606A.
BSBMKG607A Manage market research	BSBMKG607B Manage market research	**E** Unit updated and equivalent to BSBMKG607A.
BSBMGT507A Manage environmental performance	BSBSUS501A Develop workplace policy and procedures for sustainability	**E** Deleted as covered by a new common unit in sustainability, BSBSUS501A Develop workplace policy and procedures for sustainability.
BSBMGT502A Manage people performance	BSBMGT502B Manage people performance	**E** Unit updated and equivalent to BSBMGT502A - minor change.
BSBMGT503A Prepare budgets and financial plans	Deleted	**N** Deleted as covered by BSBFIM501A Manage budgets and financial plans.
CUEAUD06A Apply a general knowledge of vision systems to work activities	CUEAUD06B Apply a general knowledge of vision systems to work activities	**E** Updated and equivalent
CUEFOH03B Provide seating and ticketing advice	CUEFOH03C Provide seating and ticketing advice	**E** Updated and equivalent
CUEFOH04B Usher patrons	CUEFOH04C Usher patrons	**E** Updated and equivalent

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
CUEFOH06B Manage venue services	CUEFOH06C Manage venue services	**E** Updated and equivalent
CUEFOH08A Process incoming customers orders	CUEFOH08B Process incoming orders	**E** Updated and equivalent
CUELGT05B Record and operate standard lighting cues	CUFLGT302A Record and operate standard lighting cues	**E** Replaced and equivalent
CUELGT09B Apply a general knowledge of lighting to work activities	CUFLGT101A Apply a general knowledge of lighting to work activities	**E** Replaced and equivalent
CUEPMT11A Manage the production process	CUEPMT11B Manage the production process	**E** Updated and equivalent
CUEPRP02A Research, prepare and obtain props	CUEPRP02B Research, prepare and obtain props	**E** Updated and equivalent
CUESET05B Apply set construction techniques	CUESET05C Apply set construction techniques	**E** Updated and equivalent
CUESMT05B Stage manage the production/event	CUESMT05C Stage manage the production/event	**E** Updated and equivalent
CUESMT10A Organise and facilitate rehearsals	CUESMT10B Organise and facilitate rehearsals	**E** Updated and equivalent
CUESMT11A Create, update and use production reference documents	CUESMT11B Create, update and use production reference documents	**E** Updated and equivalent
CUESOU07A Apply a general knowledge of audio to work activities	CUESOU07B Apply a general knowledge of audio to work activities	**E** Updated and equivalent

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
CUESTA01B Install staging elements	CUESTA01C Install staging elements	**E** Updated and equivalent
CUESTA05B Apply a general knowledge of staging to work activities	CUESTA05C Apply a general knowledge of staging to work activities	**E** Updated and equivalent
CUETEM03B Establish and manage production requirements and resources	CUETEM03C Establish and manage production requirements and resources	**E** Updated and equivalent
CUETEM06A Organise and monitor bump in/ bump out	CUETEM06B Organise and monitor bump in/ bump out	**E** Updated and equivalent
CUETGE05B Maintain physical production elements	CUETGE05C Maintain physical production elements	**E** Updated and equivalent
CUETGE15A Handle physical elements safely during bump/bump out	CUETGE15B Handle physical elements safely during bump/bump out	**E** Updated and equivalent
CUFIMA01A Produce and manipulate digital images	CUFDIG303A Produce and prepare photo images	**E** Unit has been updated and is equivalent to CUFIMA01A.
CUFPOP02B Determine resource requirements for total production	Nil	**N** Unit deleted. Aspects of content covered in CUFPPM601A Plan and manage film and media pre-production. Remainder of content covered by importing CUETEM03C Establish and manage production requirements and resources.
CUFPOP03B Compile a production schedule	CUFPPM408A Compile production schedules	**E** Updated and equivalent

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
CUFPOP05B Book and coordinate production resources	Nil	**N** Unit deleted. Content incorporated into CUFPPM403A Coordinate film and media production services and resources.
CUSADM08A Address copyright requirements	Nil	**N** Unit deleted. Content covered by importing CUFCMP301A Implement copyright arrangements and CUFCMP501A Manage and exploit copyright arrangements.
CUSFIN01A Finance a project	CUSFIM501A Secure funding for projects	**E** Updated and equivalent
CUVADM08A Develop and manage public relations strategies	CUVADM08B Develop and manage public relations strategies	**E** Updated and equivalent
CUVADM10A Research and utilise revenue and funding opportunities	CUVADM10B Develop and manage public relations strategies	**E** Updated and equivalent
CUVCRS03A Produce computer-aided drawings	CUVCRS03B Produce computer-aided drawings	**E** Updated and equivalent
FDFCDSEVAB Evaluate wines (advanced)	Nil	**N** Unit deleted. Content covered in SITHFAB325A **Provide specialised advice on Australian wines and** SITHFAB326A **Provide specialised advice on imported wines.**
FDFCDSEWB Evaluate wines (standard)	Nil	**N** Unit deleted. Content covered in SITHFAB325A

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
		Provide specialised advice on Australian wines and SITHFAB326A **Provide specialised advice on imported wines.**
FDFCDSWTB Promote wine tourism information	Nil	**N** Unit deleted. Content covered in SITHFAB222A **Conduct a product tasting for alcoholic beverages.**
FDFCDSSTTA Conduct a standard product tasting	Nil	**E** Unit deleted. Replaced by SITHFAB222A Conduct a product tasting for alcoholic beverages.
FNSACCT407A Set up and operate a computerised accounting system	FNSACCT407B Set up and operate a computerised accounting system	**E** Updated and equivalent
HLTFA301B Apply first aid	HLTFA301B Apply first aid	No change
HLTFA302A Provide first aid in a remote situation	HLTFA302A Provide first aid in a remote situation	No change
ICAS1193A Connect a workstation to the internet	ICAS1193B Connect a workstation to the internet	**E** Updated and equivalent
ICAS2017A Maintain system integrity	ICAS2017B Maintain system integrity	**E** Updated and equivalent
PRSSO211A Monitor and control individual and crowd behaviour	CPPSEC2012A Monitor and control individual and crowd behaviour	**E** Updated and equivalent
PRSSO217A Provide lost	deleted	**E**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Mapping of imported units of competency		
Version 1 Code and title	**Version 2 Code and title**	**Comment in relation to Version 1** **E** = equivalent **N** = not equivalent
and found facility		Replaced by and equivalent to SITXCCS305A Provide lost and found facility.
PRSSO320A Plan and conduct evacuation of premises	CPPSEC3017A Plan and conduct evacuation of premises	**E** Updated and equivalent
PRSSO321A Provide for the safety of persons at risk	CPPSEC3018A Provide for the safety of persons at risk	**E** Updated and equivalent
RIIG2004A Operate small plant and equipment	RISSAM204A Operate small plant and equipment	**E** Updated and equivalent
TDTB397B Carry out vehicle servicing and maintenance	TLIB307C Carry out vehicle servicing and maintenance	**E** Updated and equivalent
TDTC197B Drive vehicle	TLIC107C Drive vehicle	**E** Updated and equivalent
TDTC897B Drive coach/bus	TLIC807C Drive coach/bus	**E** Updated and equivalent
TDTE597B Carry out basic workplace calculations	TLIE507C Carry out basic workplace calculations	**E** Updated and equivalent
Nil	BSBFIM501A Manage budgets and financial plans	**New unit**

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Overview

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 Training Framework is made up of the nationally agreed quality arrangements for the vocational education and training sector, the Australian Quality Training Framework (AQTF), 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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?

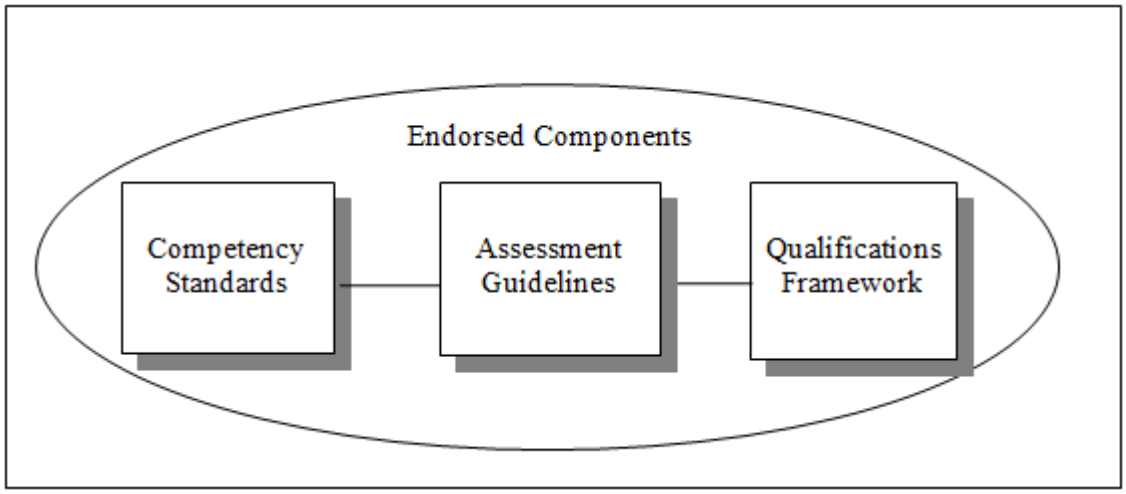
Training and assessment using Training Packages must be conducted by a registered training organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO as specified in the AQTF *Standards for Registered Training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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

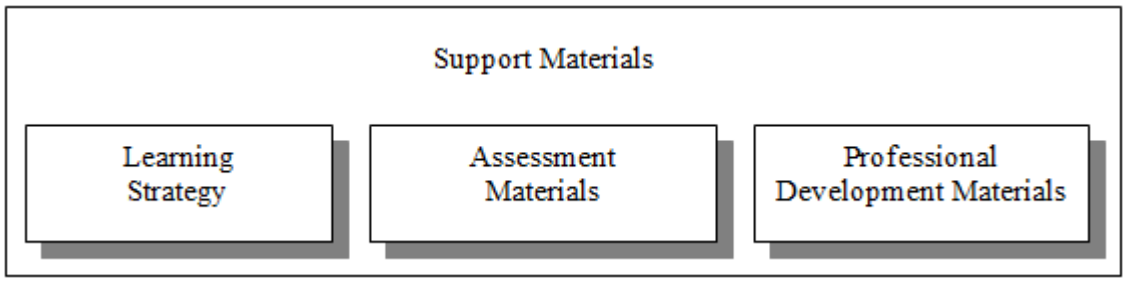
Qualifications Framework

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*).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 Telecommunications
- if applicable, the occupational or functional stream follows in brackets, for example (Computer Systems).

For example:

- ICT40302 Certificate IV in Telecommunications (Computer Systems)
- FNB50802 Diploma of Financial Services (General Insurance).

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:

- ICTCC252A Resolve customer complaints
- FNBLIF29A Undertake risk assessment.

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).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Service Skills Australia

(Service Industries Skills Council Ltd)

GPO Box 4194, Sydney NSW 2001
Level 10, 171 Clarence Street, Sydney NSW 2000

Telephone: 02 8243 1200
Fax: 02 8243 1299

Email: info@serviceskills.com.au
Web: **www.serviceskills.com.au**

Qualifications Framework: Tourism, Hospitality and Events

Qualifications Framework: Tourism, Hospitality and Events

The Australian Qualifications Framework

What is the Australian Qualifications Framework?

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 section 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:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

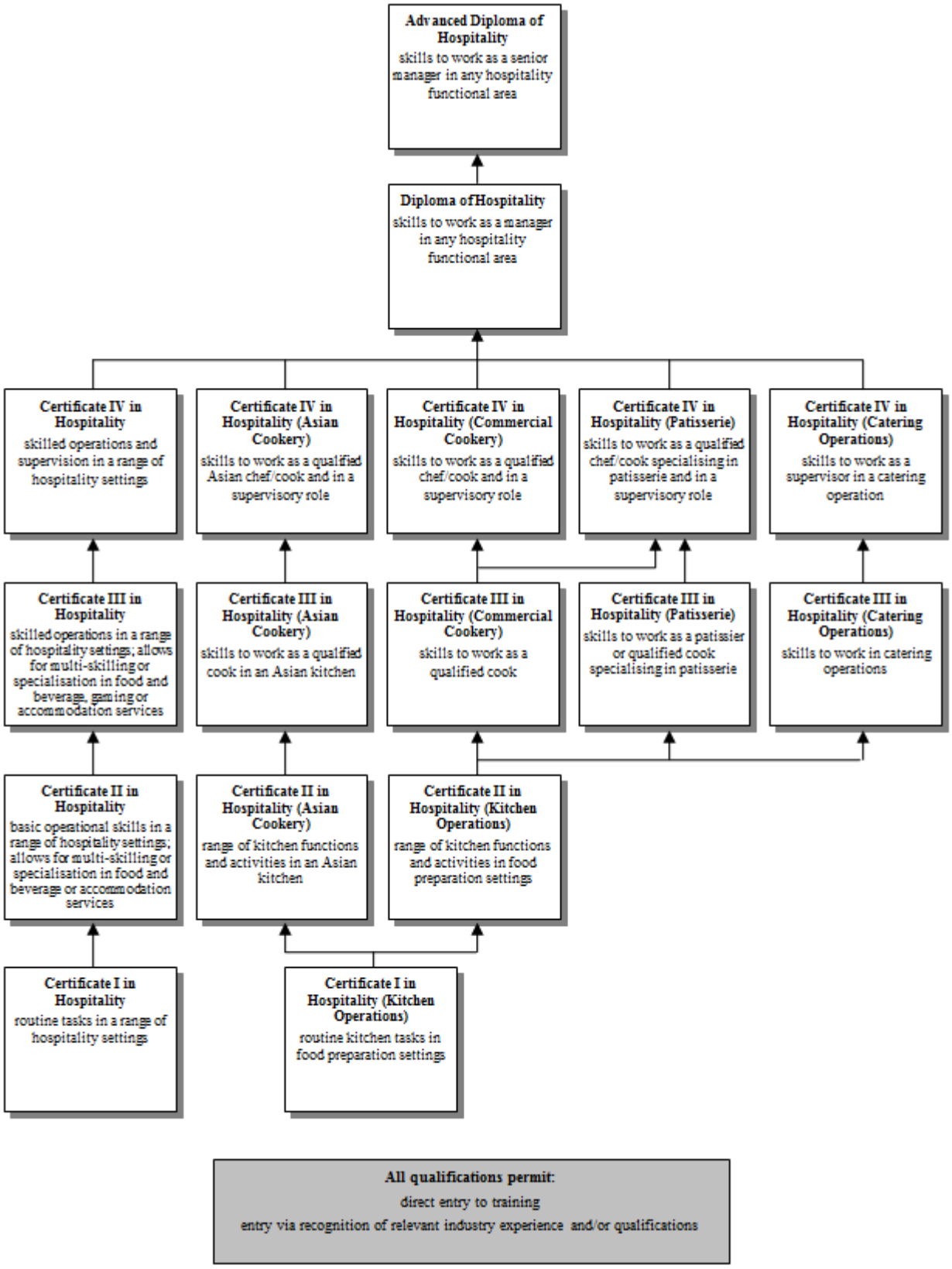
Tourism

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.

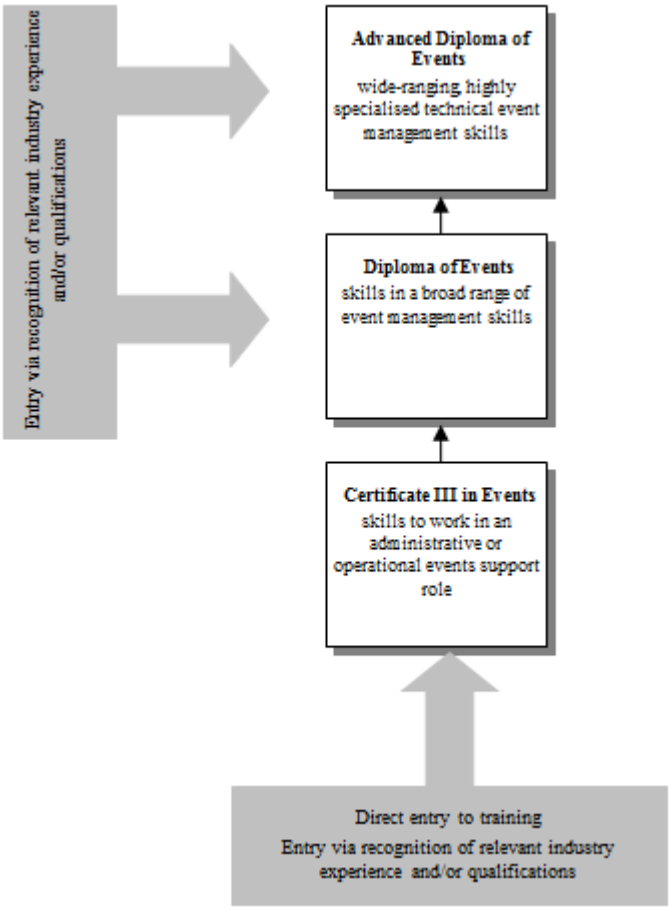
© Commonwealth of Australia, 2025 Service and Creative Skills Australia



© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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	• listening and understanding • speaking clearly and directly • writing to the needs of the audience • negotiating responsively

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.
across employees and customers	• reading independently • empathising • using numeracy effectively • understanding the needs of internal and external customers • persuading effectively • 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	• 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	• 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	• 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	• managing time and priorities – setting time lines, coordinating tasks for self and with others

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.
organising that contribute to long and short-term strategic planning	• 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 • 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	• 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	• 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	• 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
SIT30207	Certificate III in Tourism (Retail Travel Sales)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Code	Title
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

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
SIT30207 Certificate III in Tourism (Retail Travel Sales)	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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Qualification code and title	Number of core units required	Number of elective units required	Total number of units required
SIT30907 Certificate III in Hospitality (Asian Cookery)	24	4	28
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	22	18	40

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Assessment Guidelines

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*.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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

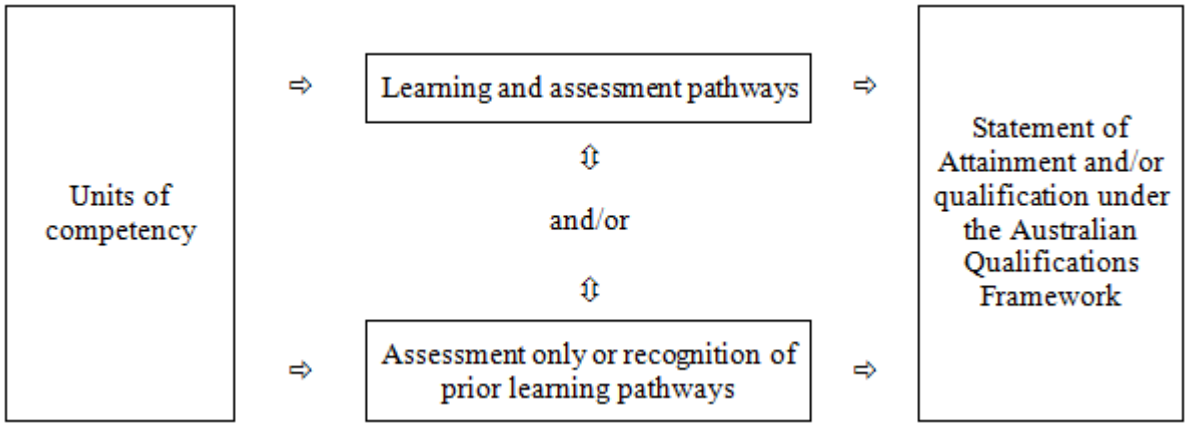
Candidates should seek advice from their local food safety authority on their requirement to complete these units.

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*.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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:

> 1.4 Training and assessment are conducted by trainers and assessors who:
>
> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors
>
> b) have the relevant vocational competencies at least to the level being delivered or assessed
>
> c) 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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: • 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: • 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: • 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• communicates and liaises with the assessor throughout the assessment process.
Assessment team/panel A team working together to conduct the assessment	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: • 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 1of 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.

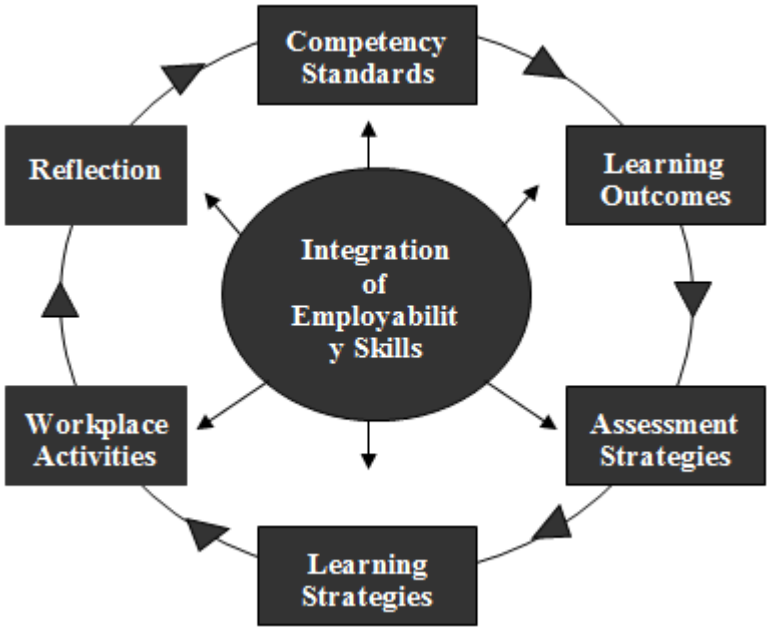
For information, the mandatory assessment requirements from Standard 1 from the AQTF 2007 *Essential Standards for Registration* are as follows:

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia



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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- **Operational commercial kitchen**

	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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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. • 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
Cleaning materials and equipment:	• garbage bins and bags • sponges, brushes and scourers • separate hand basin and soap dispenser • hand towel dispenser

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.
- 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
- adjustable frames and forms
- oven timer
- metric calibrated measuring jugs
- portion control scoops
- sets of stainless steel bowls

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Operational pastry kitchen

- 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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
- small knives and tongs
- straws, swizzle sticks and coasters that comply with food safety requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Operational bar

-
- 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
- spirits

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Operational restaurant or dining area

- 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
- shower, bath or spa

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- **Accommodation environment**
  - 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 • 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 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, Third Edition. Australian Qualifications Framework Advisory Board, 2002, **www.**aqf.edu.au

Australian Quality Training Framework 2007 (AQTF 2007) – for information and resources go to <*www.training.com.au/aqtf2007*>.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

AQTF 2007 *Essential Standards for Registration.* Training organisations must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. They include three standards, a requirement for registered training organisations to gather information on their performance against three quality indicators, and nine conditions of registration.

AQTF 2007 *User's Guide to the Essential Standards for Registration.* A User's Guide for training organisations who must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications.

AQTF 2007 *Standards for Accredited Courses.* State and territory accrediting bodies are responsible for accrediting courses. This standard provides a national operating framework and template for the accreditation of courses.

TAA04 Training and Assessment Training Package. This is available from the Innovation and Business Skills Australia (IBSA) Industry Skills Council and can be viewed, and components downloaded, from the National Training Information Service (NTIS)

National Training Information Service, an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses – www.ntis.gov.au

Assessment resources

Training Package Assessment Guides - a range of resources to assist RTOs in developing Training Package assessment materials (originally developed by ANTA with funding from the Department of Education, Training and Youth Affairs) and made up to10 separate titles, as described at the publications page of **www.deewr.gov.au**. Go to www.resourcegenerator.gov.au

Printed and/or CD ROM versions of the Guides can be purchased from Australian Training Products (ATP). The resource includes the following guides:

Training Package Assessment Materials Kit

Assessing Competencies in Higher Qualifications

Recognition Resource

Kit to Support Assessor Training

Candidate's Kit: Guide to Assessment in New Apprenticeships

Assessment Approaches for Small Workplaces

Assessment Using Partnership Arrangements

Strategies for Ensuring Consistency in Assessment

Networking for Assessors

Quality Assurance Guide for Assessment

An additional guide 'Delivery and Assessment Strategies' has been developed to complement these resources.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Assessment tool design and conducting assessment

VETASSESS & Western Australian Department of Training and Employment 2000, Designing Tests – Guidelines for designing knowledge based tests for Training Packages

Vocational Education and Assessment Centre 1997, Designing Workplace Assessment Tools, A self-directed learning program, NSW TAFE

Manufacturing Learning Australia 2000, *Assessment Solutions*, Australian Training Products, Melbourne

Rumsey, David 1994, *Assessment practical guide*, Australian Government Publishing Service, Canberra

Assessor training

Australian Committee on Training Curriculum (ACTRAC) 1994, *Assessor training program – learning materials*, Australian Training Products, Melbourne

Australian National Training Authority, *A Guide for Professional Development*, ANTA, Brisbane

Australian Training Products Ltd Assessment and Workplace Training, Training Package – Toolbox, ATPL Melbourne

Green, M, et al. 1997, *Key competencies professional development Package*, Department for Education and Children's Services, South Australia

Victorian TAFE Association 2000, *The professional development CD: A learning tool*, VTA, Melbourne

Assessment system design and management

Office of Training and Further Education 1998, Demonstrating best practice in VET project – assessment systems and processes, OTFE Victoria

Toop, L., Gibb, J. & Worsnop, P. *Assessment system designs*, Australian Government Publishing Service, Canberra

Western Australia Department of Training and VETASSESS 1998, *Kit for Skills Recognition Organisations*, WADOT, Perth

Access and equity in assessment

General information on equity

ANTA 2004, *Working with diversity: A Guide to Equity and the AQTF*, available from the ANTA publications section of **www.dest.gov.au** or as an online resource at **www.westone.wa.gov.au/workingwithdiversity/**

Training and assessment for people with a disability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ANTA 2004, *Working with diversity: Quality Training for People with a Disability*, available from the ANTA publications section of **www.dest.gov.au** or as an online resource at **www.westone.wa.gov.au/workingwithdiversity/**

The Australian Disability Clearing House on Education and Training (**www.adcet.edu.au**) website includes resources and articles about the training and assessment of people with a disability.

Training and assessment for Aboriginal and/or Torres Strait Islander people

National Aboriginal and Torres Strait Islander Education website: **www.natsiew.nexus.edu.au**

ANTA 2004, *Working with diversity: Quality Training for Indigenous Australians*, available from the ANTA publications section of **www.dest.gov.au** or as an online resource at **www.westone.wa.gov.au/workingwithdiversity/**

Language, literacy, numeracy and assessment

ANTA 2002, *Frequently asked questions about language, literacy and numeracy in the AQTF,* available from the publications section of **www.dest.gov.au**

ANTA and DEETYA 1999, *A New Assessment Tool – Incorporating language, literacy and numeracy skills into Training Packages – A professional development kit for trainers and assessors,* available from the publications section of **www.dest.gov.au**

ANTA and DETYA, 2000, *Built in not bolted on,* available from the ANTA publications section of **www.dest.gov.au**

Competency Standards

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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: • assess response options to identified crime-prevention needs and determine the optimal action to be implemented • in consultation with relevant others, design an initiative to address identified issues. (initiative and enterprise).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Appendix: 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			✓	✓	✓	✓
SITXCOM004A	Communicate on the telephone	✓	✓	✓	✓	✓	✓
SITXCOM005A	Make presentations			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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			✓	✓	✓	✓
SITXHRM002A	Recruit, select and induct staff				✓	✓	✓
SITXHRM003A	Roster staff				✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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 documents in a language other than English			✓	✓	✓	✓
SITXMGT001A	Monitor work operations				✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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 security practices			✓	✓	✓	✓
SITXOHS005A	Establish and maintain an OHS system					✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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 environments			✓	✓	✓	✓
SITTHPR301B	Plan and organise daily work		✓	✓			
SITTHPR302B	Plan and organise in-house			✓	✓	✓	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
	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				✓	✓	✓
SITTTOP002A	Load touring equipment and conduct pre-departure checks		✓	✓	✓	✓	✓
SITTTOP003B	Operate and maintain a 4WD tour vehicle			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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			✓	✓	✓	✓
SITTTSL013B	Construct normal international airfares			✓	✓	✓	✓
SITTTSL014B	Construct promotional international airfares			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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	Launder linen and guest clothes	✓	✓	✓	✓	✓	✓
SITHACS008B	Provide valet service			✓	✓	✓	✓
SITHASC001A	Use basic Asian methods of cookery		✓	✓	✓	✓	✓
SITHASC002A	Produce appetisers and snacks for Asian cuisines		✓	✓	✓	✓	✓
SITHASC003A	Prepare stocks and soups for Asian cuisines		✓	✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines		✓	✓	✓	✓	✓
SITHASC005A	Prepare salads for Asian cuisines		✓	✓	✓	✓	✓
SITHASC006A	Prepare rice and noodles for Asian cuisines		✓	✓	✓	✓	✓
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines		✓	✓	✓	✓	✓
SITHASC008B	Prepare desserts for Asian cuisines		✓	✓	✓	✓	✓
SITHASC009A	Prepare curry paste and powder for Asian cuisines		✓	✓	✓	✓	✓
SITHASC010A	Prepare satay for Asian cuisines		✓	✓	✓	✓	✓
SITHASC011A	Prepare vegetarian dishes for Asian cuisines		✓	✓	✓	✓	✓
SITHASC012A	Select, prepare and serve specialised Asian cuisines			✓	✓	✓	✓
SITHASC013B	Plan menus for Asian cuisines			✓	✓	✓	✓
SITHASC014A	Design and operate an Asian kitchen				✓	✓	✓
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)			✓	✓	✓	✓
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes		✓	✓	✓	✓	✓
SITHASC017A	Prepare and produce Japanese one pot cookery		✓	✓	✓	✓	✓
SITHASC018A	Prepare and produce Japanese rice cookery			✓	✓	✓	✓
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
	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	✓	✓	✓	✓	✓	✓
SITHCCC007A	Prepare sandwiches	✓	✓	✓	✓	✓	✓
SITHCCC008A	Prepare stocks, sauces and soups		✓	✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes		✓	✓	✓	✓	✓
SITHCCC010A	Select, prepare and cook poultry		✓	✓	✓	✓	✓
SITHCCC011A	Select, prepare and cook seafood		✓	✓	✓	✓	✓
SITHCCC012A	Select, prepare and cook meat		✓	✓	✓	✓	✓
SITHCCC013A	Prepare hot and cold desserts		✓	✓	✓	✓	✓
SITHCCC014A	Prepare pastries, cakes and yeast goods		✓	✓	✓	✓	✓
SITHCCC015A	Plan and prepare food for buffets		✓	✓	✓	✓	✓
SITHCCC016A	Develop cost-effective menus			✓	✓	✓	✓
SITHCCC017A	Organise bulk cooking operations			✓	✓	✓	✓
SITHCCC018A	Prepare pâtés and terrines			✓	✓	✓	✓
SITHCCC019A	Plan, prepare and display a buffet			✓	✓	✓	✓
SITHCCC020B	Prepare portion-controlled meat cuts			✓	✓	✓	✓
SITHCCC021B	Handle and serve cheese			✓	✓	✓	✓
SITHCCC022A	Prepare chocolate and chocolate confectionery			✓	✓	✓	✓
SITHCCC023B	Select, prepare and serve specialised food items			✓	✓	✓	✓
SITHCCC024B	Select, prepare and serve specialised cuisines			✓	✓	✓	✓
SITHCCC025A	Monitor catering revenue and costs			✓	✓	✓	✓
SITHCCC026A	Establish and maintain quality control of food			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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	✓	✓	✓	✓	✓	✓
SITHFAB003A	Serve food and beverage to customers	✓	✓	✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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 beverage service			✓			
SITHFAB323A				✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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	✓	✓	✓	✓	✓	✓
SITHIND002A	Apply hospitality skills in the workplace		✓				

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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			✓	✓	✓	
SITXEVT005B	Organise in-house events or functions			✓	✓	✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit		**Suggested AQF packaging**					
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					✓	✓

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT10107 Certificate I in Tourism (Australian Indigenous Culture)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in basic practical tourism skills. The qualification is entry level and may provide a pathway to a range of job roles in the tourism and hospitality industries and in particular, in enterprises with an Indigenous focus.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a defined range of mostly routine and predictable work activities. They work under clear direction and may participate in a team.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in specialist tourism or cultural enterprises that deliver Australian Indigenous experiences. They may be a tour operator or operate a site or cultural or heritage centre. The qualification is designed to reflect the very specific role of an Australian Indigenous person or other individual approved of by local elders who shares aspects of his or her culture with visitors in an informal way.

Possible job titles include:

- Indigenous storyteller
- assistant in an Indigenous cultural centre
- assistant Indigenous guide.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT10107 Certificate I in Tourism (Australian Indigenous Culture)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with community members to determine the appropriateness of information to share with customers; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive tourism experience.
Teamwork	Working as a community team member to determine and abide by community protocols on sharing cultural information; working with customers to ensure their culturally appropriate behaviour.
Problem solving	Thinking about problems that relate to sharing aspects of Australian Indigenous culture; avoiding problems by planning the delivery of information that complies with community wishes and intellectual property requirements.
Initiative and enterprise	Producing a range of ideas for the delivery of tailored and positive Indigenous tourism experiences to different customer groups; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising Indigenous cultural information to share with customers; understanding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	community goals and customer needs and planning a tourism experience that delivers a positive outcome for both.
Self-management	Understanding and complying with the legal and community responsibilities that apply to own role in sharing Indigenous cultural information with customers; knowing and taking responsibility for own role in safe working practices.
Learning	Using community consultation and discussion as a mechanism to update knowledge of Australian Indigenous culture.
Technology	Understanding the operating capability and demonstrating and explaining the use of Indigenous technologies to customers; selecting and using the right personal protective equipment to manage personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate I in Tourism (Australian Indigenous Culture), 6 units must be completed:

- all 3 core units
- 3 elective units:
  - elective units may be selected from the list below, or from this or another endorsed Training Package or accredited course.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CORE UNITS	
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS	
Accommodation Services	
SITHACS006B	Clean premises and equipment
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Client and Customer Service	
SITXCCS001B	Provide visitor information
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
TLIE507C	Carry out basic workplace calculations
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Computer Operations and ICT Management	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU102A	Develop keyboard skills
Inventory	
SITXINV001A	Receive and store stock
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Sales	
SIRXSLS001A	Sell products and services
Working in Industry - Tourism	
SITTIND001B	Develop and update tourism industry knowledge

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

Assistant in an Indigenous cultural centre

SIRXSLS001A Sell products and services

SITTIND001B Develop and update tourism industry knowledge

SITXINV001A Receive and store stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT10207 Certificate I in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in various hospitality settings such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work in a team but always under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- serving food and drinks at a counter or delivering them to tables
- clearing tables
- providing housekeeping support services
- carrying luggage to rooms.

Possible job titles include:

- bar useful
- coffee shop assistant
- waiter
- food and beverage runner
- housekeeping assistant
- porter.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT10207 Certificate I in Hospitality

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues and customers to determine and interpret their needs; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive hospitality experience.
Teamwork	Following instructions and working as a team member under supervision; working with customers to ensure their service requirements are met.
Problem solving	Identifying and clarifying the extent of operational problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with the service.
Initiative and enterprise	Taking initiative to maintain a high standard of personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient operational activities; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality service; knowing and taking responsibility for own role in safe working practices.
Learning	Knowing the structure of networks within and sources of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
Technology	Understanding the operating capability and demonstrating the correct use of technologies; selecting and using the right personal protective equipment to manage personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate I in Hospitality, 7 units must be completed:

- all 5 core units
- 2 elective units which must be selected from the list below.

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

CORE UNITS	
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELECTIVE UNITS	
Accommodation Services	
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
\	
Client and Customer Service	
SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
TLIE507C	Carry out basic workplace calculations
Finance	
SITXFIN001A	Process financial transactions
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB012B	Prepare and serve espresso coffee
Inventory	
SITXINV001A	Receive and store stock

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

Bar useful

SITHFAB001C Clean and tidy bar areas

SITHFAB010C Prepare and serve non-alcoholic beverages

Coffee shop assistant

SIRXCCS001A Apply point-of-sale handling procedures

SITHFAB012B Prepare and serve espresso coffee

Waiter or food and beverage runner

SITHFAB003A Serve food and beverage to customers

SITHFAB009A Provide responsible service of alcohol

Housekeeping assistant

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

Porter

SITHACS003A Provide porter services

SITXCCS001B Provide visitor information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT10307 Certificate I in Hospitality (Kitchen Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in routine tasks in the kitchen. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work in a team but always under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- receiving and storing stock
- preparing food items (mise en place)
- making simple food items, such as sandwiches and salads
- cleaning and tidying the kitchen and storage areas
- assisting in the service of food through use of presentation skills.

Possible job titles include:

- kitchen attendant
- larder hand
- sandwich hand.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT10307 Certificate I in Hospitality (Kitchen Operations)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine and interpret their needs and the needs of customers; interpreting and providing information to colleagues in a culturally appropriate manner; speaking clearly and directly to colleagues to ensure a positive outcome.
Teamwork	Following instructions and working as a team member under supervision; working with colleagues to ensure the requirements of customers are met.
Problem solving	Identifying and clarifying the extent of operational problems in the kitchen and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Taking initiative to maintain a high standard of personal hygiene; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing and taking responsibility for own role in safe working practices.
Learning	Knowing the structure of networks within and sources of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	new information on the hospitality industry, in particular kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting kitchen operations.
Technology	Understanding the operating capability and demonstrating the correct use of technologies; selecting and using the right personal protective equipment to manage personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate I in Hospitality (Kitchen Operations), 10 units must be completed:

- all 7 core units
- 3 elective unit which must be selected from the electives listed below.

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

CORE UNITS	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITXCOM001A	Work with colleagues and customers
SITXOHS001B	Follow health, safety and security procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS	
Communication and Teamwork	
SITXCOM002A	Work in a socially diverse environment
TLIE507C	Carry out basic workplace calculations
Commercial Cookery and Catering	
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
Working in Industry	
SITHIND001B	Develop and update hospitality industry knowledge

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

Kitchen attendant or larder hand

SITHCCC006A Prepare appetisers and salads

Sandwich hand

SITHCCC007A Prepare sandwiches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT20107 Certificate II in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of basic tourism technical skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context. They work under direct supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in many tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of basic tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include retail travel agencies of any sort, tour wholesalers, tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

In some sectors of the industry there are no job outcomes at Certificate II level. Specialist Certificate III qualifications should be selected for the appropriate job outcome, e.g. guiding, travel consultancy or tour coordination.

Possible job titles include:

- office assistant for a small tour operator
- documentation clerk for a tour wholesaler
- receptionist and office assistant in a professional conference organiser
- receptionist and office assistant in a retail travel agency
- retail sales assistant in an attraction
- museum attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20107 Certificate II in Tourism

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues, supervisors and suppliers or agents to assist with the coordination of customer's tourism experience; interpreting verbal and written information on tourism product conditions and customer requirements; providing clear and accurate verbal and written information to customers and suppliers or agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the tourism customer; supporting other team members to coordinate tourism sales and operational activities to achieve quality service delivery of the tourism product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Thinking about problems that relate to own role in tourism sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	members, supervisors, suppliers or agents in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with tourism products.
Initiative and enterprise	Identifying and discussing better ways to coordinate tourism sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient coordination of tourism sales and operational activities; using appropriate predetermined policies and procedures to guide tourism selling and operational activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in tourism sales and operational activities; seeking feedback and guidance from supervisors on success in coordinating tourism activities.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers or agents.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in tourism sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Tourism, 11 units must be completed:

- all 4 core units
- 7 elective units:
  - a minimum of 3 elective units must be selected from the list below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS	
Accommodation Services	
SITHACS006B	Clean premises and equipment
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Client and Customer Service	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
Computer Operations and ICT Management	
BSBITU301A	Create and use databases
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Events	
SITXEVT003B	Process and monitor event registrations
Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA301B	Apply first aid

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages
Guiding	
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
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
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Risk Management and Security	
SIRXRSK001A	Minimise theft

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
TLIC107C	Drive vehicle
Tourism Sales and Operations	
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
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF004A	Load and unload a ride

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

Office assistant for a small tour operator

BSBITU102A Develop keyboard skills

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITXADM001A Perform office procedures

SITXCOM004A Communicate on the telephone

Retail sales assistant in an attraction

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB010C Prepare and serve non-alcoholic beverages

SITXCCS001B Provide visitor information

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Museum attendant

CULMS201B Develop and apply knowledge of the museum industry

CULMS205B Observe and report basic condition of collection

CULMS207B Assist with the presentation of public activities and events

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITTVAF002A Provide a briefing or scripted commentary

SITXCCS001B Provide visitor information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT20207 Certificate II in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- undertaking mise en place prior to service
- serving food and beverage to tables
- preparing and serving drinks at a bar
- selling beverages in a retail liquor outlet
- attending gaming machines
- providing housekeeping services
- providing reception or front desk services
- providing assistance in a catering operation.

Possible job titles include:

- bar attendant
- bottle shop attendant
- catering assistant
- food and beverage attendant
- housekeeping attendant
- porter
- receptionist or front office assistant
- gaming attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20207 Certificate II in Hospitality

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues and customers to assist with the coordination of customer's hospitality experience; interpreting verbal and written information on hospitality products and customer requirements; providing clear and accurate verbal and written information to customers and colleagues in a culturally appropriate manner to ensure a positive hospitality experience.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality sales and operational activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in hospitality sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	requesting assistance from team members and supervisors in resolving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service.
Initiative and enterprise	Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for efficient coordination of hospitality sales and operational activities; using appropriate predetermined policies and procedures to guide hospitality selling and operational activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the hospitality customer; knowing own job role and responsibilities in hospitality sales and operational activities; seeking feedback and guidance from supervisors on success in hospitality sales and operational activities.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
Technology	Understanding the operating capability of and selecting and using technology that assists in hospitality sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Specialisations:

- a minimum of 4 elective units must be selected from either Elective Group A - Food and Beverage or Elective Group B -Accommodation Services.
- the remaining units may be selected from the general elective units listed below, or from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

Multi-skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below,
- a maximum of 2 elective units may be selected from the Commercial Cookery and Catering units below
- the remaining units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
Plus one of the following:	
SITHFAB020A	Apply food and beverage skills in the workplace*

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHIND002A	Apply hospitality skills in the workplace**

* For candidates completing a Food and Beverage specialisation, SITHFAB020A Apply food and beverage skills in the workplace must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND002A Apply hospitality skills in the workplace must be completed.

ELECTIVE GROUP A - FOOD AND BEVERAGE

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB227A	Operate and monitor cellar systems

ELECTIVE GROUP B - ACCOMMODATION SERVICES

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS003A	Provide porter services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

Tourism Sales and Operations

SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

GENERAL ELECTIVE UNITS

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes

Administration

SITXADM001A	Perform office procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS004A	Provide club reception services
Commercial Cookery and Catering	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB020A	Apply food and beverage skills in the workplace
SITHFAB227A	Operate and monitor cellar systems
Food Safety	
SITXFSA003A	Transport and store food in a safe and hygienic manner
Gaming	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM006A	Provide responsible gambling services
Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
Tourism Sales and Operations	
SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system
Working in Industry - Tourism	
SITTIND001B	Develop and update tourism industry knowledge

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

Bar attendant in a club or hotel (***Food and Beverage specialisation***)

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB227A Operate and monitor cellar systems

SITHFAB009A Provide responsible service of alcohol

SITHGAM006A Provide responsible gambling services

SITXFIN001A Process financial transactions

Retail liquor outlet attendant (***Food and Beverage specialisation***)

SITHFAB002C Operate a bar

SITHFAB227A Operate and monitor cellar systems

SITHFAB007A Complete retail liquor sales

SITHFAB009A Provide responsible service of alcohol

SITXFIN001A Process financial transactions

SITXINV001A Receive and store stock

Catering assistant (***Multi-skilling***)

SIRXCCS001A Apply point-of-sale handling procedures

SITHACS006B Clean premises and equipment

SITHCCC030A Package prepared foodstuffs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB003A Serve food and beverage to customers

SITXFSA003A Transport and store food in a safe and hygienic manner

SITXINV001A Receive and store stock

Food and beverage attendant in a cafe (***Multi-skilling***)

SIRXCCS001A Apply point-of-sale handling procedures

SITHACS006B Clean premises and equipment

SITHCCC007A Prepare sandwiches

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB012B Prepare and serve espresso coffee

Waiter in a hotel restaurant (***Food and Beverage specialisation***)

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITXFIN001A Process financial transactions

Housekeeping attendant (***Accommodation Services specialisation***)

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

SITHACS006B Clean premises and equipment

SITHACS007B Launder linen and guest clothes

SITXCCS001B Provide visitor information

SITXINV001A Receive and store stock

Porter (***Multi-skilling***)

SITHACS003A Provide porter services

SITTIND001B Develop and update tourism industry knowledge

SITXCCS001B Provide visitor information

SITXCCS002A Provide quality customer service

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Receptionist in a motel (***Accommodation Services specialisation***)

SITHACS001B Provide accommodation reception services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

SITXCCS001B Provide visitor information

SITXFIN002A Maintain financial records

Gaming attendant in a club or hotel (***Multi-skilling***)

SITHFAB003A Serve food and beverage to customers

SITHGAM001A Attend gaming machines

SITHGAM002A Operate a TAB outlet

SITHGAM003A Conduct a Keno game

SITHGAM006A Provide responsible gambling services

SITXFIN001A Process financial transactions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT20307 Certificate II in Hospitality (Kitchen Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of kitchen functions and activities that require the application of a limited range of practical skills in a defined context. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- preparing breakfast items
- preparing a range of fast food items
- preparing a range of non-alcoholic drinks
- preparing sandwiches
- preparing appetisers and salads
- preparing hot and cold desserts.

Possible job titles include:

- breakfast cook
- short order cook
- fast food cook.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20307 Certificate II in Hospitality (Kitchen Operations)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to assist with the coordination of customer's dining experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in kitchen operations; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Identifying and discussing better ways to undertake operational activities in the kitchen and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient kitchen operations; using appropriate predetermined policies and procedures to guide such

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities in kitchen operations; seeking feedback and guidance from supervisors on success in kitchen operations.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting kitchen operations.
Technology	Understanding the operating capability of and selecting and using technology that assists in kitchen operations; correctly using equipment to ensure personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Hospitality (Kitchen Operations), 16 units must be completed:

- all 11 core units
- 5 elective units:
  - a minimum of 3 elective units must be selected from the electives listed below
  - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CORE UNITS	
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
SITHCCC027A	Prepare, cook and serve food for food service
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS	
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Commercial Cookery and Catering	
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
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
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB012B	Prepare and serve espresso coffee
Food Safety	
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
Languages other than English	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Breakfast cook

SIRXCCS001A Apply point-of-sale handling procedures

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC031A Operate a fast food outlet

SITHFAB012B Prepare and serve espresso coffee

Short order cook in a cafe or small restaurant

SITHCCC006A Prepare appetisers and salads

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC013A Prepare hot and cold desserts

SITXCOM004A Communicate on the telephone

Cook in a fast food outlet

SIRXCCS001A Apply point-of-sale handling procedures

SITHCCC007A Prepare sandwiches

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC031A Operate a fast food outlet

SITHFAB010C Prepare and serve non-alcoholic beverages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT20407 Certificate II in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of Asian kitchen functions and activities that require the application of a limited range of practical skills in a defined context. Work would be undertaken in various hospitality enterprises where Asian food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

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

- producing appetisers, snacks, salads, soups, sauces, rice and noodles for Asian cuisines
- preparing a Japanese simmered, grilled, deep-fried and steamed dishes
- preparing Japanese one pot cookery.

Possible job titles include:

- short order cook
- cook.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20407 Certificate II in Hospitality (Asian Cookery)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to assist with the coordination of customer's Asian dining experience; interpreting verbal and written information on products and customer requirements; providing clear and accurate verbal and written information to colleagues in a culturally appropriate manner to ensure a positive outcome.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing customer needs; supporting other team members to achieve quality service delivery of the product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
Problem solving	Thinking about problems that relate to own role in Asian kitchen operations; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving details; using predetermined policies and procedures to guide solutions to operational problems in the kitchen.
Initiative and enterprise	Identifying and discussing better ways to undertake operational activities in the kitchen and to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising information to allow for safe and efficient Asian kitchen operations; using appropriate predetermined policies and procedures to guide such activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	Asian kitchen operations; seeking feedback and guidance from supervisors on success in Asian kitchen operations.
Learning	Knowing the structure of networks within and sources of new information on the hospitality industry, in particular Asian kitchen operations, to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services affecting Asian kitchen operations.
Technology	Understanding the operating capability of and selecting and using technology that assists in Asian kitchen operations; correctly using equipment to ensure personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Hospitality (Asian Cookery), 16 units must be completed:

- all 11 core units
- 5 elective units:
  - a minimum of 3 elective units must be selected from the electives listed below
  - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC001A	Use basic Asian methods of cookery
SITHASC027A	Prepare, cook and serve Asian food for food service
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS

Asian Cookery

SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
Commercial Cookery and Catering	
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
Food Safety	
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
Languages other than English	
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

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

Short order cook in an Asian restaurant

SITHASC002A Produce appetisers and snacks for Asian cuisines

SITHASC003A Prepare stocks and soups for Asian cuisines

SITHASC004A Prepare sauce, dips and accompaniments for Asian cuisines

SITHASC006A Prepare rice and noodles for Asian cuisines

SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines

Cook in a Japanese restaurant

SITHASC003A Prepare stocks and soups for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC004A Prepare sauce, dips and accompaniments for Asian cuisines

SITHASC005A Prepare salads for Asian cuisines

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

SITHASC017A Prepare and produce Japanese one pot cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT20509 Certificate II in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a defined range of technical skills. Work would be undertaken in a front office, housekeeping or grounds maintenance environment.

The qualification reflects the role of individuals who perform a range of mainly routine tasks, using limited practical skills and fundamental operational knowledge in a defined context. They work under direct supervision. For example, an individual might be required to:

- perform basic office duties such as collating, filing, photocopying or delivering messages
- perform general clerical duties such as typing, basic data entry, calculation functions and accounting
- take reservations or action as a receptionist and cashier
- service and clean accommodation
- perform routine repair work and maintenance and other general duties such as pool and garden care (not as a qualified tradesperson)

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

This qualification is very flexible and is designed to support a broad range of job roles in holiday parks.

Possible job titles include:

- Office assistant
- Housekeeping assistant
- Junior handyperson

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT20509 Certificate II in Holiday Parks and Resorts

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues, supervisors and suppliers in a courteous manner; interacting with customers in a positive way; interpreting verbal and written information on customer requirements or technical work requirements; providing clear and accurate verbal and written information to others.
Teamwork	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the customer; supporting other team members in work activities.
Problem solving	Identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, or others in solving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems.
Initiative and enterprise	Identifying and discussing better ways of doing things.
Planning and organising	Organising day to day work activities; collecting and organising information to assist with work activities coordination of sales and operational activities; using appropriate predetermined policies and procedures to guide work activities.
Self-management	Understanding and complying with the legal responsibilities that applies to own work role; knowing own job role and responsibilities; seeking feedback and guidance from supervisors on success in coordinating activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Learning	Knowing the structure of networks within and sources of new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using work technologies; correctly using equipment to ensure personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Holiday Parks and Resorts, 11 units must be completed:

- all 4 core units
- 7 elective units:
  - a minimum of 5 elective units must be selected from the list below
  - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course.

In all cases, electives must be relevant to the job outcome, local industry requirements and the qualification level.

CORE UNITS	
SITTHPR301B	Plan and organise daily work
SITXCOM001A	Work with colleagues and customers
SITXOHS001B	Follow health safety and security procedures
Plus	
SITHIND001B	Develop and update hospitality industry knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Or	
SITTIND001B	Develop and update tourism industry knowledge
Or	
SITTIND202B	Develop and update caravan industry knowledge

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Building and Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SRCAQU001B	Monitor pool water quality
Client and Customer Service	
SITXCCS001B	Provide visitor information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM002A	Work in a socially diverse environment
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA301B	Apply first aid
Food and Beverage	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Inventory	
SITXINV001A	Receive and store stock
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Risk Management and Security	
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation

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

Front Office

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBWOR204A Use business technology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SITHACS001B Provide accommodation reception services

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

SITXCOM004A Communicate on the telephone

SITXADM001A Perform office procedures

SITXADM002A Source and present information

SITXCCS001B Provide visitor information

SITXCOM002A Work in a socially diverse environment

SITXENV001A Participate in environmentally sustainable work practices

SITXFIN001A Process financial transactions

SITXINV001A Receive and store stock

Housekeeping

HLTFA301B Apply first aid

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

SITHACS006B Clean premises and equipment

SITXCOM002A Work in a socially diverse environment

SITXENV001A Participate in environmentally sustainable work practices

SITXINV001A Receive and store stock

SITXOHS002A Follow workplace hygiene procedures

Grounds Maintenance

HLTFA301B Apply first aid

MEM18001C Use hand tools

MEM18002B Use power tools/hand held operations

RIISAM204A Operate small plant and equipment

SIFBGM001A Provide general grounds care

SIFBGM002A Maintain property and structures

SITXENV001A Participate in environmentally sustainable work practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRCAQU001B Monitor pool water quality

TLIB307C Carry out vehicle servicing and maintenance

Users may select electives from any of the three areas and other training packages to create a multi-skilled outcome.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30107 Certificate III in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales, operational and tour delivery skills.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. This qualification is very flexible and is designed to meet a broad range of tourism industry needs. It recognises the diversity of tourism operations and the increasing industry trend for operators to provide specialised tourism products. The types of enterprise to which this qualification may apply include tour operators of any sort (e.g. coach, camping, cruise boat, four-wheel drive or walking), attractions, cultural and heritage sites and any small tourism business requiring multi-skilled employees.

Possible job titles include:

- guide and salesperson in an Indigenous cultural centre
- cellar door salesperson and guide in a winery
- attendant and guide in a museum
- attendant in an attraction or theme park
- senior ride operator in an attraction or theme park
- operations consultant for a tour operator
- reservation sales agent for a tour operator.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30107 Certificate III in Tourism

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues, other tourism suppliers and agents to plan and deliver the customer's tourism experience; understanding verbal and written information on tourism products to be delivered; determining and interpreting customer requirements; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers, suppliers and agents in a culturally appropriate manner to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing the needs of the tourism customer; supporting other team members in their role in providing quality tourism service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with tourism product delivery; mitigating problems by operational planning of all tourism product delivery details; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers or agents in solving operational or customer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	service issues; using predetermined policies and procedures to guide solutions to customer or operational problems associated with delivering the tourism product.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service delivery.
Planning and organising	Collecting, analysing and organising customer, product and supplier or agent information to allow for efficient planning and delivery of tourism products and services; setting timelines and organising own work flow to coordinate the delivery of tourism experiences; using appropriate predetermined policies and procedures to guide the planning and delivery of tourism products.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in servicing the tourism customer; knowing own job role and responsibilities in planning and delivering the tourism product; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively planning and delivering tourism activities.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism activities and information for customers.
Technology	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to ensure personal safety in the workplace.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism, 15 units must be completed:

- all 5 core units
- 10 elective units:
  - a minimum of 6 elective units must be selected from the list below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS	
Accommodation Services	
SITHACS006B	Clean premises and equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
BSBRES401A	Analyse and present research information
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBCUS401A	Coordinate implementation of customer service strategies
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
BSBFIA303A	Process accounts payable and receivable
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages
Guiding	
SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
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 environments
Human Resource Management	
SITXHRM001A	Coach others in job skills
Inventory	
SITXINV001A	Receive and store stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV002A	Control and order stock
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP005A	Provide camp site catering
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
Tourism Sales and Office Operations	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary
SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005B	Operate a games location

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

Guide and salesperson in an Indigenous cultural centre

CUVPRP03A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXCCS001A Apply point-of-sale handling procedures

SIRXRSK001A Minimise theft

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITXADM001A Perform office procedures

SITXINV001A Receive and store stock

Cellar door sales person and guide in a winery

SITHFAB222A Conduct a product tasting for alcoholic beverages

SITXCCS001B Provide visitor information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITTGDE001B Work as a guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE006A Prepare and present tour commentaries or activities

SITXINV001A Receive and store stock

Attendant and guide in a museum

CULMS201B Develop and apply knowledge of the museum industry

CULMS205B Observe and report basic condition of collection

CULMS207B Assist with the presentation of public activities and events

CULMS412B Record and maintain collection information

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SIRXSLS002A Advise on products and services

SITTGDE001B Work as a guide

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTVAF002A Provide a briefing or scripted commentary

Attendant in an attraction or theme park

HLTFA301B Apply first aid

SIRXCCS001A Apply point-of-sale handling procedures

SIRXSLS001A Sell products and services

SITHACS006B Clean premises and equipment

SITHFAB003A Serve food and beverage to customers

SITHFAB010C Prepare and serve non-alcoholic beverages

SITTVAF002A Provide a briefing or scripted commentary

SITTVAF003A Operate a ride location

SITTVAF004A Load and unload a ride

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Reservation sales agent for a tour operator

BSBITU203A Communicate electronically

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30207 Certificate III in Tourism (Retail Travel Sales)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed retail travel sales and operational skills.

Work would be undertaken in a retail office or shopfront environment where the planning of customer's travel and touring arrangements takes place.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the retail travel sector, covering all types of retailers, including those that cover or specialise in leisure, corporate, domestic and international sales. At this level, retail travel personnel can operate in domestic or international sales and this qualification allows for both.

Possible job titles include:

- travel consultant
- tour desk consultant
- international travel consultant
- leisure consultant
- corporate leisure consultant
- corporate consultant
- international corporate consultant
- online consultant
- mobile travel consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30207 Certificate III in Tourism (Retail Travel Sales)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues, customers and tourism product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in selling tourism products and servicing the needs of the retail travel customer; supporting other team members in their role in providing quality sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of retail travel customers.
Problem solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to suppler conditions and customer requests; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and suppliers in solving operational or customer service issues; using

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	predetermined policies and procedures to guide solutions to customer or supplier problems associated with the sale of retail travel products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making travel sales and providing service that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the retail travel agency.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the sales needs of retail travel customers.
Learning	Knowing the structure of, networks within, and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and suppliers.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for tourism products.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Retail Travel Sales), 22 units must be completed:

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

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
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
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS001B	Follow health, safety and security procedures

GENERAL ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically
BSBITU306A	Design and produce business documents
BSBWOR204A	Use business technology
E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBCUS401A	Coordinate implementation of customer service strategies
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills
Languages other than English	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	English
SITXLAN5__A	Read and write workplace information in a language other than English
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
Tourism Sales and Operations	
SITTTSL007B	Receive and process reservations
SITTTSL011A	Maintain a product inventory
SITTTSL012B	Construct domestic airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

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

International travel consultant - corporate, leisure mobile or online

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU301A Create and use databases

SITTTSL003A Source and provide international destination information and advice

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITTTSL016B Administer billing and settlement plan

SITXFIN002A Maintain financial records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30307 Certificate III in Tourism (Tour Wholesaling)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in an office environment where the planning and sale of wholesale tourism products and services takes place. Some tour wholesaling personnel undertake guiding functions which would be undertaken in the field where tourism products are delivered.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the tour wholesaling sector, covering all types of wholesalers, including inbound tour operators and outbound tour wholesalers.

Possible job titles include:

- operations consultant
- wholesale consultant
- wholesale groups consultant
- wholesale international consultant
- reservations consultant
- reservations sales agent
- call centre sales agent
- inbound tour coordinator
- inbound travel consultant
- inbound groups consultant
- tour controller
- tour finaliser
- incentive coordinator
- tour consultant
- account manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30307 Certificate III in Tourism (Tour Wholesaling)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues and tourism agents to plan the customer's travel itinerary; interpreting verbal and written information on tourism suppliers' product conditions; determining and interpreting product preferences to sell proactively and persuasively to the agent and their customers; empathising and negotiating acceptable solutions to agent problems and complaints; providing clear and accurate verbal and written information to agents and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving clear operational instructions to and from other departments, and understanding own lead role in selling tourism products and servicing customer needs via their agent; supporting other departments in their role in providing quality tourism sales and service delivery; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of tourism customers.
Problem solving	Anticipating problems that may arise with the brochured or independently planned travel itinerary; mitigating

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	problems by planning and booking appropriate travel itineraries that adhere to suppler conditions and agent requests; identifying and clarifying the extent of problems and requesting assistance from team members, other departments, supervisors and suppliers in solving operational or agent service issues; using predetermined policies and procedures to guide solutions to agent or supplier problems associated with the sale of wholesale tourism products.
Initiative and enterprise	Showing independence and initiative required to take a lead role in making wholesale tourism product sales, in coordinating own operational activities and providing service that meets or exceeds the agent's expectations; identifying and discussing better ways to coordinate wholesale tourism sales and operational activities.
Planning and organising	Collecting, analysing and organising agent and customer, product and supplier information to allow for effective selling and efficient coordination of tourism product bookings; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the selling, quotation, booking and documentation process.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in selling tourism products; knowing own job role and responsibilities in selling and coordinating bookings for wholesale tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the needs of retail travel agents and their customers.
Learning	Knowing the structure of, networks within and sources of new information on the tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services, suppliers and distribution agents.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in selling and coordinating bookings for wholesale tourism products.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Tour Wholesaling), 19 units must be completed:

- all 16 core units

plus

- 3 elective units:
  - a minimum of 2 elective units must be selected from the list below
  - the remaining elective unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCOM001A	Work with colleagues and customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents
Plus	
SITTTSL003A	Source and provide international destination information and advice
Or	
SITTTSL004A	Source and provide Australian destination information and advice

ELECTIVE UNITS	
Administration	
SITXADM002A	Source and present information
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically
E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA302A	Process payroll

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA303A	Process accounts payable and receivable
Human Resource Management	
SITXHRM001A	Coach others in job skills
Guiding	
SITTGDE002A	Provide arrival and departure assistance
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
Tourism Sales and Operations	
SITTTSL003A	Source and provide international destination information and advice
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL007B	Receive and process reservations
SITTTSL009B	Process travel-related documentation
SITTTSL011A	Maintain a product inventory
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

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

Reservations sales agent

SITTTSL007B Receive and process reservations

SITTTSL009B Process travel-related documentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN002A Maintain financial records

Inbound tour coordinator

SITTPPD003B Source and package tourism products

SITTTSL009B Process travel-related documentation

SITXLAN5__A Read and write workplace information in a language other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30407 Certificate III in Tourism (Visitor Information Services)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed tourism sales and operational skills.

Work would be undertaken in a visitor information centre where information is provided and where some planning of customer's travel and touring arrangements may take place. Centres can be stand-alone shopfront and office environments or can be attached to another facility, such as a winery or coffee shop.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in the visitor information sector of the tourism industry or for destination marketing companies who fulfil dual information and sales functions for particular tourism destinations.

Possible job titles include:

- information officer
- booking agent
- sales consultant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30407 Certificate III in Tourism (Visitor Information Services)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues, customers and tourism product suppliers to provide local or regional visitor information; interpreting verbal and written information on tourism product conditions; determining and interpreting customer preferences to sell proactively and persuasively; empathising and negotiating acceptable solutions to customer problems and complaints; providing clear and accurate verbal and written information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Working as a team member, giving and receiving instructions and understanding own lead role in servicing information needs of the visitor and selling local or regional tourism products; supporting other team members in their role in providing quality information delivery and sales service; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of visitors to the local area or region.
Problem solving	Anticipating problems that may arise with the customer's local or regional tourism experience; mitigating problems by providing tailored information that meets customer needs; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors and local tourism operators in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or supplier problems associated with the visitor's local or regional tourism experience.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Initiative and enterprise	Showing independence and initiative required to take a lead role in making tourism product sales, and providing local or regional information that meets or exceeds customer expectations; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the visitor information centre.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient provision of tailored local or regional tourism information and effective selling and booking coordination; setting timelines, organising own work flow and using appropriate predetermined policies and procedures to guide the information provision, selling and booking processes.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in providing visitor information and selling tourism products; knowing own job role and responsibilities in providing visitor information, selling and coordinating bookings for tourism products; organising own work time and priorities and seeking feedback and guidance from supervisors on success in effectively servicing the information and booking needs of visitor information centre customers.
Learning	Knowing the structure of, networks within and sources of new information on the local or regional tourism industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new tourism products, services and local tourism operators.
Technology	Understanding the operating capability of, selecting and using computer systems, software and information networks that assist in providing visitor information, selling and coordinating bookings for local or regional tourism products.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Visitor Information Services), 18 units must be completed:

- all 13 core units
- 5 elective units:
  - a minimum of 3 elective units must be selected from the list below
  - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM004A	Communicate on the telephone
SITXOHS001B	Follow health, safety and security procedures
SITTIND001B	Develop and update tourism industry knowledge
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL005A	Sell tourism products and services
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents

ELECTIVE UNITS	
Administration	
SITXADM003A	Write business documents
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU102A	Develop keyboard skills
BSBITU203A	Communicate electronically
E-Business	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
Food and Beverage	
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB012B	Prepare and serve espresso coffee
SITHFAB222A	Conduct a product tasting for alcoholic beverages
Human Resource Management	
SITXHRM001A	Coach others in job skills
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Merchandising	
SIRXMER001A	Merchandise products
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	
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
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary

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

Information officer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXMER001A Merchandise products

SIRXSLS001A Sell products and services

SITTTSL009B Process travel-related documentation

SITXFIN001A Process financial transactions

SITXMPR002A Create a promotional display or stand

Booking agent or sales consultant

SITTTSL006B Prepare quotations

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITXFIN002A Maintain financial records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30507 Certificate III in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed guiding skills.

Work would be undertaken in the field where tourism products are delivered. The field includes any destination, local or regional area, tourist precinct, site or attraction.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. They may work for local tour operators, at cultural and heritage sites, and in marine and national parks or attractions. Guiding is an occupation that relies on a knowledge base and guides at this level may have a defined scope of knowledge that allows them to operate at particular destinations or sites. The depth of knowledge of a particular destination or site could however be substantial.

Possible job titles include:

- tour guide
- site guide
- winery guide
- nature-based site guide.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30507 Certificate III in Tourism (Guiding)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with tourism operator to determine specific needs of the customer group in order to deliver tailored information; interpreting verbal and written information on tour or activity requirements to ensure smooth logistical delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive tourism experience.
Teamwork	Leading the tour or activity members as a team, providing instructions and building group cohesion; working with tourism operator as a team member and understanding own lead role in delivering the tour or activity and servicing the needs of group members; understanding the quality service goals of the tourism operator and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with tour or activity logistics; mitigating problems by making acceptable adjustments to the tour or activity that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during the tour or activity, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to tour or activity delivery problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the tour or activity; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure smooth tour or activity delivery; identifying and discussing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	a range of tourism product and service concepts to improve existing product and service options for the tourism operator.
Planning and organising	Collecting, analysing and organising customer and product information to allow for smooth logistical delivery of the tour or activity; collecting, analysing and selecting appropriate guiding information to meet the needs of the specific customer group, pacing the delivery of tour logistics and information to meet the operational and customer service requirements; participating in continuous improvement by reporting success or deficiencies of the tour or activity being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in delivering tours or activities; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of tour or activity participants.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the guiding knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver tours or activities, e.g. computer systems to prepare tour or activity participant information, microphones, props, recreational and entertainment equipment.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Tourism (Guiding), 14 units must be completed:

- all 10 core units
- 4 elective units:
  - a minimum of 2 elective units must be selected from the list below
  - the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
SITTIND001B	Develop and update tourism industry knowledge
SITTGDE001B	Work as a guide
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE004A	Lead tour groups
HLTFA301B	Apply first aid

ELECTIVE UNITS
Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXCCS001A	Apply point-of-sale handling procedures
Environmental Sustainability	
SITXENV002A	Implement and monitor environmentally sustainable work practices
Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines
Guiding	
SITTGDE002A	Provide arrival and departure assistance
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	environments
Human Resource Management	
SITXHRM001A	Coach others in job skills
Languages other than English	
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 documents in a language other than English
Merchandising	
SIRXMER001A	Merchandise products
Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Tour Operations	
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
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services

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

Site guide at major city tourist attraction

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTPPD005A Plan and develop interpretive activities

SITTTSL001A Operate an online information system

SITXLAN4__B Conduct complex workplace oral communication in a language other than English

Winery guide

SITHFAB325A Provide specialised advice on Australian wines

SITHFAB222A Conduct a product tasting for alcoholic beverages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

Nature-based site guide

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape

SITTPPD005A Plan and develop interpretive activities

SITTTSL001A Operate an online information system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30607 Certificate III in Events

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in an administrative or operational events support role. Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors.

Work would be undertaken in an office environment where event planning and organisation takes place, at an event site or a combination of both.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event assistant
- event administrative assistant
- event operations assistant
- event operative
- conference assistant
- exhibitions assistant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30607 Certificate III in Events

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Liaising effectively with a diverse range of customers, other team members and event suppliers; providing key on the ground operational information to supervisors and managers; using event planning documentation to establish key work activities and priorities.
Teamwork	Working as a member of event operations team; providing assistance to other team members; working out different roles and responsibilities; using the different skills within the team to maximise efficiency.
Problem solving	Anticipating and responding to typical event operational problems; using other people and event procedures and systems to help avoid or respond effectively to problems.
Initiative and enterprise	Identifying and suggesting better and different ways of addressing operational issues; keeping up-to-date with industry trends and practices; being able to adapt to changing operational circumstances.
Planning and organising	Understanding the broad context in which different types of events take place; interpreting event documentation and plans; providing feedback and input into ways to improve future event operations.
Self-management	Understanding overall context for event operations and different roles of event staff and stakeholders; being aware of risk management, safety and other legal issues that impact on event operations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Learning	Knowing and using opportunities to maintain currency of industry knowledge; sharing industry information with colleagues.
Technology	Working with and understanding the broad features of a range of different technologies used in event operations; choosing the best equipment for the job at hand based on knowledge of the various options.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Events, 15 units must be completed:

- all 5 core units
- 10 elective units which may be selected from the list below, or from this or another endorsed Training Package or accredited course.

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

CORE UNITS	
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXOHS001B	Follow health, safety and security procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELECTIVE UNITS	
Communication and Teamwork	
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU302A	Create electronic presentations
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
Creative and Technical Production	
CUEAUD06B	Apply a general knowledge of vision systems to work activities
CUELGT05B	Record and operate standard lighting cues
CUELGT09A	Apply a general knowledge of lighting to work activities
CUEPRP02B	Research, obtain and prepare props
CUESET05B	Apply set construction techniques
CUESOU07B	Apply a general knowledge of audio to work activities
CUESTA01C	Install staging elements
CUESTA05C	Apply a general knowledge of staging to work activities
CUETGE05C	Maintain physical production elements
CUETGE15B	Handle physical elements safely during bump-in/bump-out
CUVCRS03B	Produce computer-aided drawings
Events	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
BSBFIA301A	Maintain financial records
Food and Beverage	
SITHFAB002C	Operate a bar
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL006B	Prepare quotations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL010B	Control reservations or operations using a computerised system
Venue and Facility Operations	
SITTVAF001A	Provide venue information and assistance
CUEFOH03C	Provide seating and ticketing advice
CUEFOH04C	Usher patrons
CUEFOH08B	Process incoming customer orders
SRXFAC001B	Maintain equipment for activities
SRXFAC002B	Maintain sport and recreational facilities

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

Event administrative assistant

BSBITU302A Create electronic presentations

BSBITU306A Design and produce business documents

SITTTSL002A Access and interpret product information

SITTTSL006B Prepare quotations

SITTTSL008B Book and coordinate supplier services

SITTTSL010B Control reservations or operations using a computerised system

SITXCOM006A Address protocol requirements

SITXEVT003B Process and monitor event registrations

SITXEVT004B Coordinate on-site event registrations

SITXFIN002A Maintain financial records

Event operations assistant

BSBWOR204A Use business technology

CUEAUD03B Operate vision systems

CUEAUD06B Apply a general knowledge of vision systems to work activities

CUESTA01C Install staging elements

CUESTA05C Apply a general knowledge of staging to work activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUETGE05C Maintain physical production elements

CUETGE15B Handle physical elements safely during bump-in/bump-out

CUVCRS03B Produce computer-aided drawings

CPPSEC2012A Monitor and control individual and crowd behaviour

SITXOHS003B Identify hazards, and assess and control safety risks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30707 Certificate III in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- preparing and serving drinks at a bar
- preparing and serving espresso coffee
- serving food, wine and other beverages at tables
- providing reception or front desk services
- providing housekeeping services
- providing gaming services.

Possible job titles include:

- bar attendant
- barista
- waiter
- wine waiter
- front desk receptionist
- housekeeper
- gaming attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30707 Certificate III in Hospitality

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality, 16 units must be completed:

- all 8 core units
- 8 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

Specialisations:

- a minimum of 6 units must be selected from either Elective Group A - Food and Beverage, Elective Group B - Accommodation Services, or Elective Group C - Gaming
- the remaining units may be selected from the general elective units below, or from this or another endorsed Training Package or accredited course

Multi-skilling:

- a minimum of 6 elective units must be selected from the general elective units listed below
- the remaining units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITHIND001B	Develop and update hospitality industry knowledge
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
Plus one of the following:	
SITHFAB021A	Provide and coordinate food and beverage service *
SITHIND003A	Provide and coordinate hospitality service **

* For candidates completing a Food and Beverage specialisation, SITHFAB021A Provide and coordinate food and beverage service must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND003A Provide and coordinate hospitality service must be completed.

ELECTIVE GROUP A - FOOD AND BEVERAGE	
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
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

ELECTIVE GROUP B - ACCOMMODATION SERVICES

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service

Client and Customer Service

SITXCCS001B	Provide visitor information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Computer Operations and ICT Management	
BSBITU306A	Design and produce business documents
Tourism Sales and Operations	
SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

ELECTIVE GROUP C - GAMING	
Computer Operations and ICT Management	
BSBWOR204A	Use business technology
Gaming	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location

Finance

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

GENERAL ELECTIVE UNITS

Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBRES401A	Analyse and present research information
Client and Customer Service	
SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS004A	Provide club reception services
Commercial Cookery and Catering	
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
First Aid	
HLTFA301B	Apply first aid
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines
Food Safety	
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
Gaming	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	
SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

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

Bar attendant in a hotel or club (***Food and Beverage specialisation***)

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB009A Provide responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB015A Prepare and serve cocktails

SITHFAB325A Provide specialised advice on Australian wines

SITHFAB227A Operate and monitor cellar systems

SITXFIN001A Process financial transactions

SITXINV001A Receive and store stock

Coffee machine operator or waiter in a small cafe (***Food and Beverage specialisation***)

SITHCCC001B Organise and prepare food

SITHCCC007A Prepare sandwiches

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITXFIN001A Process financial transactions

SITXOHS002A Follow workplace hygiene procedures

Waiter in a fine dining restaurant (***Food and Beverage specialisation***)

SITHFAB003A Serve food and beverage to customers

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB018A Provide silver service

SITHFAB325A Provide specialised advice on Australian wines

SITXFIN001A Process financial transactions

Wine waiter in a restaurant (***Multi-skilling***)

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB013A Provide specialist advice on food

SITHFAB222A Conduct a product tasting for alcoholic beverages

SITHFAB325A Provide specialised advice on Australian wines

SITXFIN001A Process financial transactions

Front desk receptionist in a hotel (***Accommodation Services specialisation***)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU306A Design and produce business documents

SITHACS001B Provide accommodation reception services

SITHACS002 Conduct night audit

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions

***Gaming attendant in club**, **hotel or casino** (**Gaming specialisation**)*

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHGAM001A Attend gaming machines

SITHGAM002A Operate a TAB outlet

SITHGAM003A Conduct a Keno game

SITHGAM004B Analyse and report on gaming machine data

SITHGAM006A Provide responsible gambling services

SITXFIN001A Process financial transactions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30807 Certificate III in Hospitality (Commercial Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- preparing appetisers, salads, stocks, sauces and soups
- preparing vegetables, fruit, eggs and farinaceous dishes
- selecting, preparing and cooking poultry, seafood and meat
- preparing hot and cold desserts, pastries, cakes and yeast goods
- planning and preparing food for buffets.

Possible job title includes:

- cook.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30807 Certificate III in Hospitality (Commercial Cookery)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in kitchen operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with kitchen operations; mitigating problems by making acceptable adjustments to kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during kitchen operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient kitchen operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and services to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the commercial cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of food items.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Commercial Cookery), 29 units must be completed:

- all 26 core units
- 3 elective units:
  - a minimum of 2 elective units must be selected from the electives listed below
  - the remaining unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
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
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
SITHCCC016A	Develop cost-effective menus
SITHCCC027A	Prepare, cook and serve food for food service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC028A	Prepare, cook and serve food for menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
HLTFA301B	Apply first aid

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and 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 chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B	Provide visitor information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC007A	Prepare sandwiches
SITHCCC015A	Plan and prepare food for buffets
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
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

Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Finance	
SITXFIN003A	Interpret financial information
Food Safety	
SITXFSA003A	Transport and store food in a safe and hygienic manner
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

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

Qualified cook in large restaurant

SITHCCC015A Plan and prepare food for buffets

SITHCCC018A Prepare pâtés and terrines

SITHCCC036B Select catering systems

Qualified cook in a cafe or small restaurant serving some Asian dishes

SITHASC001A Use basic Asian methods of cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC003A Prepare stocks and soups for Asian cuisines

SITHASC006A Prepare rice and noodles for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT30907 Certificate III in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook in an Asian kitchen. Work would be undertaken in various hospitality enterprises where Asian food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- basic Asian cooking
- preparing vegetarian dishes for Asian cuisines
- preparing and serving specialised Asian cuisines
- planning menus for Asian cuisines
- preparing Japanese raw fish (sashimi)
- preparing Chinese dim sum
- preparing tandoori food items
- preparing Indonesian crackers.

Possible job titles include:

- cook.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT30907 Certificate III in Hospitality (Asian Cookery)

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets des

cribed here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in Asian kitchen operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with Asian kitchen operations; mitigating problems by making acceptable adjustments to Asian kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during Asian kitchen operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in Asian kitchen operations; adapting to emerging operational situations and problems by initiating

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting Asian kitchen operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient Asian kitchen operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in Asian kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of Asian food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the Asian cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of Asian food items.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Asian Cookery), 28 units must be completed:

- all 24 core units
- 4 elective units:
  - a minimum of 3 elective units must be selected from the electives listed below
  - the remaining unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC016A	Develop cost-effective menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Asian Cookery	
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
Commercial Cookery and Catering	
SITHCCC007A	Prepare sandwiches
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
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

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Environmental Sustainability

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Finance	
SITXFIN003A	Interpret financial information
Food Safety	
SITXFSA003A	Transport and store food in a safe and hygienic manner
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

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

Cook in a large Japanese restaurant

SITHASC013B Plan menus for Asian cuisines

SITHASC015A Prepare and produce Japanese raw fish (sashimi)

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

SITHASC018A Prepare and produce Japanese rice cookery

Cook in a small Vietnamese or Thai restaurant

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT31007 Certificate III in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of skilled catering operations with the need to apply discretion and judgement. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- basic cooking
- applying cook-chill and cook-freeze production processes
- preparing menus and foods according to dietary and cultural needs
- packaging, transporting and storing food in a safe and hygienic manner
- serving food and beverage to customers.

Possible job titles include:

- cook
- leading hand or food service assistant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT31007 Certificate III in Hospitality (Catering Operations)

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

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues and customers to ensure a positive hospitality experience.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in catering operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during catering operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	range of hospitality product and service concepts affecting catering operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient catering operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

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

Packaging Rules

QUALIFICATION RULES

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

To achieve a Certificate III in Hospitality (Catering Operations), 25 units must be completed:

- all 20 core units
- 5 elective units:
  - a minimum of 2 elective units must be selected from the electives listed below
  - the remaining 3 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
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
SITHCCC016A	Develop cost-effective menus
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHIND001B	Develop and update hospitality industry knowledge
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Client and Customer Service	
SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
Commercial Cookery and Catering	
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC038B	Plan catering for an event or function

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
First Aid	
HLTFA301B	Apply first aid
Food and Beverage	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
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
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

Inventory

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

Languages other than English

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
SITXLAN5__A	Read and write workplace information in a language other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

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

Cook working in hospital

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

SITHCCC010A Select, prepare and cook poultry

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC035A Develop menus to meet special dietary and cultural needs

SITHFAB003A Serve food and beverage to customers

Cook working in cook-chill kitchen

HLTFA301B Apply first aid

SITHCCC010A Select, prepare and cook poultry

SITHCCC012A Select, prepare and cook meat

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC032A Apply cook-chill production processes

Leading hand or food service assistant in a function facility

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB009A Provide responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB012B Prepare and serve espresso coffee

SITXFIN001A Process financial transactions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT31107 Certificate III in Hospitality (Patisserie)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook who specialises in patisserie. Work would be undertaken in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- basic cooking
- preparing hot and cold desserts, pastries, cakes and yeast goods.

Possible job titles include:

- patissier.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT31107 Certificate III in Hospitality (Patisserie)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in patisserie operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with patisserie operations; mitigating problems by making acceptable adjustments to patisserie operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during patisserie operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the pastry kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in patisserie operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting patisserie operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient patisserie operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and service to meet

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in patisserie operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in patisserie operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of patisserie items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the patisserie knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare a diverse range of patisserie items.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Hospitality (Patisserie), 24 units must be completed:

- all 18 core units
- 6 elective units:
  - a minimum of 4 elective units must be selected from the electives listed below
  - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

CORE UNITS	
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
SITHCCC013A	Prepare hot and cold desserts
SITHCCC027A	Prepare, cook and serve food for food service
SITHIND001B	Develop and update hospitality industry knowledge
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

ELECTIVE UNITS
Administration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
Commercial Cookery and Catering	
SITHCCC022A	Prepare chocolate and chocolate confectionery
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Finance	
SITXFIN003A	Interpret financial information
First Aid	
HLTFA301B	Apply first aid
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines
Inventory	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Patisserie	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

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

Patissier

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT31209 Certificate III in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed skills required in the operation of holiday parks and resorts. Work would be undertaken in a front office, housekeeping or grounds maintenance environment.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team. For example, individuals might be required to:

- assist with the co-ordination, training and supervision of other workers
- perform clerical and other office duties
- perform specific front office duties such as reservations, reception, cashiering and other accounts work
- service and clean accommodation
- perform routine repair work and maintenance and other general duties such as pool and garden care (not as a qualified tradesperson).

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

This qualification is very flexible and is designed to support a broad range of holiday park job roles. Possible job titles include:

- Receptionist
- Handyperson
- Groundsperson
- Housekeeper

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT31209 Certificate III in Holiday Parks and Resorts

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating and liaising with colleagues and customers, including those from diverse backgrounds; understanding and analysing verbal and written information to determine work and customer requirements; empathising and negotiating acceptable solutions to customer and colleague problems; providing clear and accurate verbal and written information to others.
Teamwork	Working as a team member, sometimes in a lead role; giving and receiving instructions and understanding own lead role in servicing the needs of the customer or other work activities; supporting other team members; respecting the cultural diversity of team members.
Problem solving	Anticipating problems that may arise in work activities; mitigating problems by effective operational planning work; identifying and clarifying the extent of problems and requesting assistance from team members, supervisors, suppliers and others in solving operational or customer service issues; using predetermined policies and procedures to guide solutions to customer or operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering tourism products that meet or exceed customer expectations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Planning and organising	Collecting, analysing and organising a range of information to plan and organise work activities; setting timelines and organising own work flow to coordinate work; using appropriate predetermined policies and procedures to guide work activities.
Self-management	Understanding and complying with the legal responsibilities that apply to own work role; knowing and taking pro-active responsibility for own job and responsibilities; organising own work time and competing priorities and seeking feedback and guidance from others.
Learning	Knowing the structure of networks within, and sources of new information on the industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues and taking responsibility for keeping up to date with emerging trends and practice.
Technology	Understanding the operating capability of selecting and using appropriate work technologies; correctly using equipment to ensure personal safety in the workplace.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Holiday Parks and Resorts, 19 units must be completed:

- all 7 core units
- 12 elective units:
  - a minimum of 7 elective units must be selected from the list below
  - the remaining 5 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English (LOTE) unit may be counted as an

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

elective within this qualification.

In all cases electives must be relevant to the job outcome, local industry requirements and the qualification level.

CORE UNITS	
SITTHPR301B	Plan and organise daily work
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXENV001A	Participate in environmentally sustainable work practices
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
Administration	
BSBRES401A	Analyse and present research information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Building and Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SRCAQU001B	Monitor pool water quality
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
Communication and Teamwork	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produced simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
E-Business	
BSBEBU401A	Review and maintain a website
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT002B	Provide event staging support
SITXEVT003B	Process and monitor event registrations
SITXEVT004B	Coordinate on-site event registrations
Finance	
BSBFIA303A	Process accounts payable and receivable
SITXFIN001A	Process financial transactions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN002A	Maintain financial records
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB003A	Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
Food Safety	
SITXFSA001A	Implement food safety procedures
Holiday Parks and Resorts	
SITTHPR302B	Plan and organise in-house recreational activities
Human Resource Management	
SITXHRM001A	Coach others in job skills
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Languages other than English	
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
PUAWER004B	Respond to workplace emergencies
SITTHPR303A	Tow and site a recreational vehicle safely
SITXOHS002A	Follow workplace hygiene procedures
UEGNSG604A	Fill gas cylinders
Planning and Product Development	
SITTPPD005A	Plan and develop interpretive activities
Risk Management and Security	
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
Tourism Sales and Office Operations	
SITTTSL001A	Operate an online information system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL002A	Access and interpret product information
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
Venue and Facility Operations	
SITTVAF002A	Provide a briefing or scripted commentary

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

Front Office

BSBFIA303A Process accounts payable and receivable

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU301A Create and use databases

BSBITU302A Create electronic presentations

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBWOR204A Use business technology

HLTFA301B Apply first aid

SITHACS001B Provide accommodation reception services

SITTHPR303A Tow and site a recreational vehicle safely

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL005A Sell tourism products and services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

SITXADM001A Perform office procedures

SITXADM002A Source and present information

SITXCCS001B Provide visitor information

SITXCCS002A Provide quality customer service

SITXCOM003A Deal with conflict situations

SITXCOM004A Communicate on the telephone

SITXFIN001A Process financial transactions

SITXFIN002A Maintain financial records

SITXHRM001A Coach others in job skills

SITXINV001A Receive and store stock

SITXINV002A Control and order stock

UEGNSG604A Fill gas cylinders

Housekeeping

HLTFA301B Apply first aid

PUAWER004B Respond to workplace emergencies

SITHACS004B Provide housekeeping services to guests

SITHACS005B Prepare rooms for guests

SITHACS006B Clean premises and equipment

SITXADM001A Perform office procedures

SITXADM002A Source and present information

SITXCCS001B Provide visitor information

SITXCOM003A Deal with conflict situations

SITXHRM001A Coach others in job skills

SITXINV001A Receive and store stock

SITXINV002A Control and order stock

SITXOHS002A Follow workplace hygiene procedures

UEGNSG604A Fill gas cylinders

Grounds Maintenance

MEM18001C Use hand tools

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

MEM18002B Use power tools/hand held operations

RIISAM204A Operate small plant and equipment

RTE3601A Install irrigation systems

RTE3605A Troubleshoot irrigation systems

RTF2017A Prune shrubs and small trees

RTF2204A Construct low profile timber or modular retaining walls

RTF2208A Lay paving

RTF3036A Plan and establish plant displays

RTF3204A Construct concrete structures and features

RTF3217A Set out site for construction works

SIFBGM001A Provide general grounds care

SIFBGM002A Maintain property structures

SITTHPR303A Tow and site a recreational vehicle safely

SITXHRM001A Coach others in job skills

SRCAQU001B Monitor pool water quality

TLIB307C Carry out vehicle servicing and maintenance

Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40107 Certificate IV in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of highly-developed technical guiding skills or specialisation in a limited range of skills and knowledge.

Work would be undertaken in the field where tourism products and services are delivered. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. They may work for inbound tour operators, outbound tour wholesalers, local tour operators, at cultural and heritage sites, in marine and national parks and attractions, or may be owner-operators of small tourism businesses. Because guiding is an occupation that relies on a knowledge base, guides at this level may have specialist knowledge of particular destinations, local areas or regions, sites, tourist precincts or any subject matter. Local guides have a broad knowledge base and deliver tours across a particular city, local area or region. Specialist guides at this level operate tours to remote area destinations and others manage extended touring programs within and outside Australia.

Possible job titles include:

- local guide, tour guide and senior tour guide
- tour manager or tour director
- interpretive guide and senior interpretive guide
- remote area guide
- outdoor recreation guide or tour leader
- museum guide and heritage guide
- cultural guide and senior cultural guide
- nature-based guide and senior nature-based guide
- adventure guide
- walking guide
- specialist guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- driver guide
- owner-operator of small tour operation.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40107 Certificate IV in Tourism (Guiding)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with tourism operator to determine specific needs of the customer group in order to deliver tailored information; interpreting verbal and written information on tour or activity requirements to ensure smooth logistical delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers and suppliers to ensure a positive tourism experience.
Teamwork	Leading the tour or activity members as a team, providing instructions and building group cohesion; working with tourism operator and suppliers as a team member and understanding own lead role in delivering the tour or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	activity and servicing the needs of group members; understanding the quality service goals of the tourism operator and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with tour or activity logistics; mitigating problems by making acceptable adjustments that adhere to the predetermined itinerary requirements, supplier conditions and customer requests; identifying and clarifying the extent of problems that arise on tour, taking responsibility for or requesting assistance from the tourism operator and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to tour or activity delivery problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the tour or activity; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure smooth tour or activity delivery; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the tourism operator.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for smooth logistical delivery of the tour or activity; collecting, analysing and selecting appropriate general, specialist and destination service information to meet the needs of the specific customer group, pacing the delivery of tour logistics and information to meet the operational and customer service requirements; participating in continuous improvement by reporting successes or deficiencies of the tour or activity being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in delivering tours or activities; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of tour or activity participants.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general, specialist and destination service knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver tours or activities, e.g. computer systems to prepare tour or activity participant information, microphones, props, recreational and entertainment equipment, touring vehicles and vessels.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Tourism (Guiding), 18 units must be completed:

- all 11 core units
- 7 elective units:
  - a minimum of 4 elective units must be selected from the list below
  - the remaining 3 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
SITTGDE001B	Work as a guide
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTIND001B	Develop and update tourism industry knowledge
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Environmental Sustainability	
SITXENV003A	Develop workplace policy and procedures for sustainability
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines
First Aid	
HLTFA302A	Provide first aid in remote situation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Guiding	
SITTGDE002A	Provide arrival and departure assistance
SITTGDE005A	Manage extended touring programs
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 environments
Human Resource Management	
SITXHRM001A	Coach others in job skills
Languages other than English	
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 documents in a language other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Planning and Product Development	
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
Tour Operations	
SITTTOP001A	Allocate tour resources
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
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
Tourism Sales and Operations	
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

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

Local guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE002A Provide arrival and departure assistance

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITXLAN4__A Conduct complex workplace oral communication in a language other than English

Tour manager

SITTGDE002A Provide arrival and departure assistance

SITTGDE005A Manage extended touring programs

SITTGDE008A Research and share general information on Australian Indigenous cultures

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, or

SITTTSL005A Sell tourism products and services

Remote area guide or nature-based guide operating extended tours

HLTFA302A Provide first aid in remote situation

SITTGDE005A Manage extended touring programs

SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape

SITTPPD004A Plan and implement minimal impact operations

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTOP004B Set up and operate a camp site

SITTTOP006B Operate tours in a remote area

Outdoor recreation guide

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTPPD004A Plan and implement minimal impact operations

SITTPPD005A Plan and develop interpretive activities

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTOP006B Operate tours in a remote area

SROKYK001A Demonstrate simple kayaking skills

SROODR001A Apply basic outdoor recreation logistics

Driver guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE002A Provide arrival and departure assistance

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITXLAN4__A Conduct complex workplace oral communication in a language other than English

TLIC107C Drive vehicle

TLIC807C Drive coach/bus

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40207 Certificate IV in Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of highly-developed technical tourism sales and marketing, operational or tour delivery skills. The qualification allows for multi-skilling or for specialisation in a limited range of skills that specifically relate to either tourism operations or marketing coordination.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in any sector of the tourism industry as senior personnel or supervisors. Tourism industry senior personnel will often specialise in certain fields; most often in operational functions or marketing roles. In the retail travel sector, personnel often specialise in corporate or leisure travel. (There is a specialist qualification at Certificate IV for tour guide job roles.)

Possible job titles for the operations specialisation include:

- senior operations coordinator
- operations supervisor
- assistant manager - tour operations
- reservations sales or call centre supervisor
- senior or supervisory retail consultant, corporate or leisure.

Possible job titles for the marketing specialisation include:

- sales coordinator or sales executive
- marketing coordinator
- product coordinator
- promotions officer
- account manager - corporate.

Prerequisite requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40207 Certificate IV in Tourism

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the tourism industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of tourism industry trends and practices; being aware of tourism industry professional development opportunities; supporting team members to learn.
Technology	Selecting and using technologies used in the tourism industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Tourism, 25 units must be completed:

- 12 core units
- 13 elective units:
  - a minimum of 9 elective units must be selected from the general elective units listed below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITXADM001A	Perform office procedures
SITXADM003A	Write business documents
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITTIND001B	Develop and update tourism industry knowledge
BSBWOR204A	Use business technology
BSBITU306A	Design and produce business documents
Plus either the following five units: (Operations)	
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Or the following five units: (Marketing)	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM005A	Make presentations
SITXMGT006A	Establish and conduct business relationships
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR004A	Coordinate marketing activities
SITXOHS001B	Follow health, safety and security procedures

GENERAL ELECTIVE UNITS	
Administration	
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SITXCCS003A	Manage quality customer service
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Computer Operations and ICT Management	
SITXICT001A	Build and launch a website for a small business
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU203A	Communicate electronically
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
E-Business	
BSBITU305A	Conduct online transactions
BSBEBU401A	Review and maintain a website
BSBCUS401A	Coordinate implementation of customer service strategies
BSBEBU501A	Investigate and design e-business solutions
BSBEBU401A	Review and maintain a website
BSBPUR501B	Develop, implement and review purchasing strategies
BSBEBU502A	Implement e-business solution
BSBEBU502A	Implement e-business solutions
BSBMKG510A	Plan e-marketing communications
BSBMKG412A	Conduct e-marketing communications
Environmental Sustainability	
SITXENV003A	Develop workplace policy and procedures for sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Events	
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
Finance	
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Guiding	
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 environments
Human Resource Management	
SITXHRM001A	Coach others in job skills
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM005A	Lead and manage people
Languages other than English	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 documents in a language other than English
Management and Leadership	
SITXMGT001A	Monitor work operations
SITXMGT005A	Manage business risk
SITXMGT006A	Establish and conduct business relationships
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market
Merchandising	
SIRXMER001A	Merchandise products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Occupational Health and Safety	
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 security practices
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
SITTPPD008A	Develop host community awareness of tourism
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tour Operations	
SITTTOP001A	Allocate tour resources
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

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
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

Venue and Facility Operations

SITTVAF002A	Provide a briefing or scripted commentary

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF003A	Operate a ride location
SITTVAF004A	Load and unload a ride
SITTVAF005B	Operate a games location

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

Senior operations coordinator or operations supervisor inbound tour operator

BSBITU402A Develop and use complex spreadsheets

SITTPPD003B Source and package tourism products

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL004A Source and provide Australian destination information and advice

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITXHRM002A Recruit, select and induct staff

SITXLAN6__A Read and write workplace documents in a language other than English

SITXMGT006A Establish and conduct business relationships

Assistant manager for a small tour operator

SITTPPD003B Source and package tourism products

SITTPPD004A Plan and implement minimal impact operations

SITTTOP001A Allocate tour resources

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL008B Book and coordinate supplier services

SITXHRM002A Recruit, select and induct staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM003A Roster staff

SITXMPR001A Coordinate production of brochures and marketing materials

SITXOHS003B Identify hazards, and assess and control safety risks

Senior or supervisory retail consultant

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

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITXFIN002A Maintain financial records

SITXFIN004A Manage finances within a budget

Sales executive for an outbound tour wholesaler

BSBITU302A Create electronic presentations

BSBITA401A Design databases

BSBCUS401A Coordinate implementation of customer service strategies

SITTPPD002A Research tourism data

SITTTSL002A Access and interpret product information

SITTTSL003A Source and provide international destination information and advice

SITTTSL005A Sell tourism products and services

SITTTSL007B Receive and process reservations

SITXFIN003A Interpret financial information

SITXFIN004A Manage finances within a budget

SITXMPR002A Create a promotional display or stand

SITXMPR003A Plan and implement sales activities

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Marketing and product coordinator

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU302A Create electronic presentations

BSBITA401A Design databases

BSBCUS401A Coordinate implementation of customer service strategies

BSBMKG510A Plan e-marketing communications

BSBMKG412A Conduct e-marketing communications

SITTPPD002A Research tourism data

SITTPPD003B Source and package tourism products

SITTTSL002A Access and interpret product information

SITTTSL011A Maintain a product inventory

SITXFIN003A Interpret financial information

SITXFIN004A Manage finances within a budget

SITXGLC001A Develop and update legal knowledge required for business compliance

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40307 Certificate IV in Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision. Work would be undertaken in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- supervising the operation of a bar or restaurant
- supervising activities of a front desk or reception
- supervising concierge services
- providing butler services
- supervising gaming operations.

Possible job titles include:

- food and beverage supervisor
- front office supervisor
- concierge
- butler
- gaming supervisor.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40307 Certificate IV in Hospitality

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
Teamwork	Leading team members, providing instructions and building group cohesion; working with enterprise managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that may arise; taking responsibility for or requesting assistance from enterprise managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate generalist and specialist information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies of the hospitality experience being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist hospitality knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality, 26 units must be completed:

- all 14 core units
- 12 elective units:
  - a minimum of 8 elective units must be selected from the electives listed below
  - the remaining 4 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guests clothes
SITHACS008B	Provide valet service
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Client and Customer Service	
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS001B	Provide visitor information
SITXCCS004A	Provide club reception services
Commercial Cookery and Catering	
SITHCCC001B	Organise and prepare food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC038B	Plan catering for an event or function
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
First Aid	
HLTFA301B	Apply first aid
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB428A	Manage the sale or service of wine
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems
Food Safety	
SITXFSA001A	Implement food safety procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFSA003A	Transport and store food in a safe and hygienic manner
Gaming	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
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
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

Languages other than English

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 documents in a language other than English

Management and Leadership

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Tourism Sales and Operations	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory
Working in Industry - Hospitality	
SITHIND001B	Develop and update hospitality industry knowledge
Working in Industry - Tourism	
SITTIND001B	Develop and update tourism industry knowledge

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

Food and beverage supervisor

BSBCMN107A Operate a personal computer

BSBITU201A Produce simple word processed documents

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB012B Prepare and serve espresso coffee

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

Concierge or butler

BSBCMN107A Operate a personal computer

SITHACS003A Provide porter services

SITHACS008B Provide valet service

SITTIND001B Develop and update tourism industry knowledge

SITTTSL002A Access and interpret product information

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel-related documentation

SITXADM001A Perform office procedures

SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions

SITXFIN004A Manage finances within a budget

SITXLAN1__A Conduct basic workplace oral communication in a language other than English

Gaming supervisor in a club, hotel or casino

BSBCMN107A Operate a personal computer

SITHFAB004A Provide food and beverage service

SITHFAB009A Provide responsible service of alcohol

SITHGAM001A Attend gaming machines

SITHGAM002A Operate a TAB outlet

SITHGAM003A Conduct a Keno game

SITHGAM004B Analyse and report on gaming machine data

SITHGAM006A Provide responsible gambling services

SITXADM001A Perform office procedures

SITXFIN004A Manage finances within a budget

SITXGLC001A Develop and update legal knowledge required for business compliance

SITXHRM003A Roster staff

Front office supervisor

BSBCMN107A Operate a personal computer

BSBITU306A Design and produce business documents

SITHACS001B Provide accommodation reception services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions

SITXFIN002A Maintain financial records

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40407 Certificate IV in Hospitality (Commercial Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in a supervisory or team leading role in the kitchen. Work would be undertaken in various kitchen settings, such as in restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- supervising one or more sections in a large kitchen
- supervising a small kitchen.

Possible job titles include:

- chef
- chef de partie.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40407 Certificate IV in Hospitality (Commercial Cookery)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with kitchen managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in kitchen operations; mitigating problems by making acceptable adjustments to kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during kitchen operations; taking responsibility for or requesting assistance from kitchen managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting kitchen operations to improve existing product and service options for the enterprise and its customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient kitchen operations; collecting, analysing and selecting appropriate general and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of general and specialised food items.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Commercial Cookery), 39 units must be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

completed:

- all 34 core units
- 5 elective units:
  - a minimum of 4 elective units must be selected from the electives listed below
  - the remaining unit may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
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
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
SITHCCC025A	Monitor catering revenue and costs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information
Asian Cookery	
SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
SITHASC014A	Design and operate an Asian kitchen
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers

Client and Customer Service

SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

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
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs

Communication and Teamwork

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

Computer Operations and ICT Management

BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
BSBITU203A	Communicate electronically

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
Food and Beverage	
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB009A	Provide responsible service of alcohol
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB013A	Provide specialist advice on food
SITHFAB017A	Provide gueridon service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems
Food Safety	
SITXFSA003A	Transport and store food in a safe and hygienic manner
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM009A	Provide mentoring support to business colleagues
Languages other than English	
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 documents in a language other than English
Management and Leadership	
SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
Merchandising	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Patisserie	
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods
SITHPAT004A	Prepare bakery products for patisseries
SITHPAT005A	Prepare and present gateaux, torten and cakes
SITHPAT006A	Present desserts
SITHPAT007A	Prepare and display petits fours
SITHPAT008A	Prepare and model marzipan
SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITHPAT012A	Plan patisserie operations
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Working in Industry - Hospitality	
SITHIND001B	Develop and update hospitality industry knowledge

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

Chef de partie in a large hotel kitchen

SITHCCC023B Select, prepare and serve specialised food items

SITHCCC040A Design menus to meet market needs

SITXADM001A Perform office procedures

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

Chef in a cafe or small restaurant

SITHCCC038B Plan catering for an event or function

SITHCCC040A Design menus to meet market needs

SITXFIN004A Manage finances within a budget

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40507 Certificate IV in Hospitality (Asian Cookery)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in an Asian kitchen and in a supervisory or team leading role. Work would be undertaken in various hospitality enterprises where Asian food is prepared and served, including restaurants, hotels, catering operations, clubs, pubs, cafes, cafeterias and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- supervising one or more sections in a large Asian kitchen
- supervising a small Asian kitchen.

Possible job titles include:

- chef
- chef de partie.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40507 Certificate IV in Hospitality (Asian Cookery)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with Asian kitchen managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in Asian kitchen operations; mitigating problems by making acceptable adjustments to Asian kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during Asian kitchen operations; taking responsibility for or requesting assistance from kitchen managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in Asian kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting Asian kitchen operations to improve existing product and service options for the enterprise and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient Asian kitchen operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in Asian kitchen operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in Asian kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised Asian food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised Asian cookery knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of general and specialised Asian food items.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Asian Cookery), 38 units must be completed:

- all 31 core units
- 7 elective units:
  - a minimum of 5 elective units must be selected from the electives listed below
  - the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC004B	Clean and maintain kitchen premises
SITHCCC016A	Develop cost-effective menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices
HLTFA301B	Apply first aid

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Asian Cookery	
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC014A	Design and operate an Asian kitchen
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Commercial Cookery and Catering	
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
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs
Communication and Teamwork	
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
Food Safety	
SITXFSA003A	Transport and store food in a safe and hygienic manner
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues
Languages other than English	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English
Management and Leadership	
SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Quality and Innovation	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Working in Industry - Hospitality	
SITHIND001B	Develop and update hospitality industry knowledge

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

Chef de partie in a large Japanese restaurant

SITHASC008B Prepare desserts for Asian cuisines

SITHASC015A Prepare and produce Japanese raw fish (sashimi)

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

SITHASC017A Prepare and produce Japanese one pot cookery

SITHASC018A Prepare and produce Japanese rice cookery

SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats

SITXHRM003A Roster staff

Chef in a small Vietnamese or Thai restaurant

SITHASC008B Prepare desserts for Asian cuisines

SITHASC009A Prepare curry paste and powder for Asian cuisines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC010A Prepare satay for Asian cuisines

SITHCCC040A Design menus to meet market needs

SITXFIN001A Process financial transactions

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40607 Certificate IV in Hospitality (Catering Operations)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in team leading or supervision in a catering operation. Work would be undertaken in various catering settings such as hospitals and aged care facilities, sporting and entertainment venues, hotel banqueting departments, cook-chill production kitchens and mobile catering businesses of varying size.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- supervising one or more sections of a large catering operation
- supervising a small catering operation.

Possible job titles include:

- catering supervisor
- caterer.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40607 Certificate IV in Hospitality (Catering Operations)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive hospitality experience.
Teamwork	Leading team members, providing instructions and building group cohesion; working with catering managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in catering operations; mitigating problems by making acceptable adjustments to catering operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during catering operations; taking responsibility for or requesting assistance from catering managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in catering operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting catering operations to improve existing product and service options for the enterprise and its customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient catering operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies in catering operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in catering operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering catering sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised catering knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Catering Operations), 38 units must be completed:

- all 29 core units

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- 9 elective units:
  - a minimum of 6 elective units must be selected from the electives listed below
  - the remaining 3 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
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
SITHCCC016A	Develop cost-effective menus
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food service
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN004A	Manage finances within a budget
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Commercial Cookery and Catering	
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
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
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC034A	Apply cook-freeze production processes
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents
BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
First Aid	
HLTFA301B	Apply first aid
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues
Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
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 documents in a language other than English
Management and Leadership	
SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships
Merchandising	
SIRXMER001A	Merchandise products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Marketing and Public Relations	
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services
Working in Industry - Hospitality	
SITHIND001B	Develop and update hospitality industry knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Caterer in small catering operation

SITHCCC010A Select, prepare and cook poultry

SITHCCC011A Select, prepare and cook seafood

SITHCCC012A Select, prepare and cook meat

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITHCCC040A Design menus to meet market needs

SITXENV001A Participate in environmentally sustainable work practices

SITXMGT002A Develop and implement operational plans

SITXMGT006A Establish and conduct business relationships

Catering supervisor in a hospital or aged care facility

SITHCCC029A Prepare foods according to 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

SITXFIN005A Prepare and monitor budgets

SITXHRM006A Monitor staff performance

SITXMGT002A Develop and implement operational plans

SITXMGT006A Establish and conduct business relationships

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40707 Certificate IV in Hospitality (Patisserie)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook who specialises in patisserie and in a supervisory or team leading role in a patisserie or pastry kitchen. Work would be undertaken in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- supervising the pastry kitchen in a large hotel or catering operation
- supervising a small patisserie.

Possible job titles include:

- chef patissier
- chef de partie.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT40707 Certificate IV in Hospitality (Patisserie)

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.
Teamwork	Leading team members, providing instructions and building group cohesion; working with patisserie managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise in patisserie operations; mitigating problems by making acceptable adjustments to patisserie operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that may arise during patisserie operations; taking responsibility for or requesting assistance from patisserie managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to problems in the pastry kitchen.
Initiative and enterprise	Showing independence and initiative required to take a lead role in patisserie operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting patisserie operations to improve existing product and service options for the enterprise and its customers.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for efficient patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	operations; collecting, analysing and selecting appropriate generalist and specialist information and products to meet the needs of customers, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in patisserie operations.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in patisserie operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of generalist and specialised patisserie items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialised patisserie knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of generalist and specialised patisserie items.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Hospitality (Patisserie), 40 units must be completed:

- all 34 core units
- 6 elective units:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- a minimum of 4 elective units must be selected from the electives listed below
- the remaining 2 units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
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
SITHCCC013A	Prepare hot and cold desserts
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare, cook and serve food for food 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS

Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures
Commercial Cookery and Catering	
SITHCCC016A	Develop cost-effective menus
SITHCCC023B	Select, prepare and serve specialised food items
SITHCCC038B	Plan catering for an event or function
Communication and Teamwork	
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
BSBITU309A	Produce desktop published documents
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBITU102A	Develop keyboard skills
BSBWOR204A	Use business technology
BSBITU201A	Produce simple word processed documents
BSBITU306A	Design and produce business documents

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU203A	Communicate electronically
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
Events	
SITXEVT005B	Organise in-house events or functions
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports
First Aid	
HLTFA301B	Apply first aid

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues
Inventory	
SITXINV001A	Receive and store stock
Languages other than English	
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 documents in a language other than English
Management and Leadership	
SITXMGT002A	Develop and implement operational plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships
Merchandising	
SIRXMER001A	Merchandise products
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Patisserie	
SITHPAT012A	Plan patisserie operations
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
Sales	
SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Working in Industry - Hospitality	
SITHIND001B	Develop and update hospitality industry knowledge

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

Patissier or chef de partie

SITHCCC016A Develop cost-effective menus

SITHCCC023B Select, prepare and serve specialised food items

SITHCCC038B Plan catering for an event or function

SITHPAT012A Plan patisserie operations

SITXFIN004A Manage finances within a budget

SITXHRM003A Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40809 Certificate IV in Holiday Parks and Resorts

Modification History

Not applicable.

Description

This qualification reflects the role of individuals who work in supervisory positions in holiday parks, and who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work as supervisors in holiday parks and resorts. This may be in a specialised area such as front office, housekeeping or grounds maintenance, or involve multi-skilling across different operational areas. Possible job titles include:

- Front office supervisor
- Operations supervisor
- Assistant manager
- Grounds and maintenance supervisor

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT40809 Certificate IV in Holiday Parks and Resorts

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

Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures and staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem-solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skill	**Industry/enterprise requirements for this qualification include**:
Self-management	Understanding the legal and compliance framework that affects those working in the industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of industry trends and practices; being aware of industry professional development opportunities; supporting team members to learn.
Technology	Selecting and using technologies to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support operations.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Holiday Parks and Resorts, 24 units must be completed:

- all 12 core units

plus

- 12 elective units:
  - a minimum of 8 elective units must be selected from the general elective units listed below
  - the remaining 4 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CORE UNITS	
SITXADM003A	Write business documents
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXENV002A	Implement and monitor environmentally sustainable work practices
SITXFIN004A	Manage finances within a budget
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXMGT001A	Monitor work operations
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Plus	
SITHIND001B	Develop and update hospitality industry knowledge
Or	
SITTIND001B	Develop and update tourism industry knowledge
Or	
SITTIND202B	Develop and update caravan industry knowledge

GENERAL ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
Administration	
BSBRES401A	Analyse and present research information
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings
Building and Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRCAQU001B	Monitor pool water quality
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
Communication and Teamwork	
SITXCOM005A	Make presentations
Computer Operations and ICT Management	
BSBITA401A	Design databases
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology
CUFDIG303A	Produce and prepare photo images
SITXICT001A	Build and launch a website for a small business
E-Business	
BSBEBU401A	Review and maintain a website
BSBMKG412A	Conduct e-marketing communications

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG510A	Plan e-marketing communications
Events	
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
Finance	
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
SITXFIN005A	Prepare and monitor budgets
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Governance and Legal Compliance	
SITXGLC001A	Develop and update legal knowledge required for business compliance
Holiday Parks and Resorts	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTHPR302B	Plan and organise in-house recreational activities
SITTHPR303A	Tow and site a recreational vehicle safely
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM006A	Monitor staff performance
Languages other than English	
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 documents in a language other than English
Management and Leadership	
SITXMGT006A	Establish and conduct business relationships
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
Occupational Health and Safety	
PUAWER004B	Respond to workplace emergencies
UEGNSG604A	Fill gas cylinders
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD005A	Plan and develop interpretive activities
Tourism Sales and Operations	
SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
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
	Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Front Office	
BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBFIA303A	Process accounts payable and receivable
BSBWOR204A	Use business technology
HLTFA301B	Apply first aid
SITHACS001B	Provide accommodation reception services
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCCS002A	Provide quality customer service
SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITTHPR303A	Tow and site a recreational vehicle safely
SITTTSL001A	Operate an online information system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL002A	Access and interpret product information
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
UEGNSG604A	Fill gas cylinders

Housekeeping

HLTFA301B	Apply first aid
PUAWER004B	Respond to workplace emergencies
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXCCS001B	Provide visitor information
SITXCOM003A	Deal with conflict situations
SITXHRM001A	Coach others in job skills
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXOHS002A	Follow workplace hygiene procedures
UEGNSG604A	Fill gas cylinders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property structures
SITTHPR303A	Tow and site a recreational vehicle safely
SITXHRM001A	Coach others in job skills
SRCAQU001B	Monitor pool water quality
TLIB307C	Carry out vehicle servicing and maintenance
	Users may select electives from any of these three work areas and other training packages to create a multi-skilled outcome.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT50107 Diploma of Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills in tourism operations, marketing and product development, underpinned by a range of operational competencies chosen as electives. The qualification allows for multi-skilling or for specialisation in a limited range of skills that specifically relate to operations management or marketing and product development.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of self or a team.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in any sector of the tourism industry as a senior departmental manager, manager or owner-operator of any style of small tourism business. Some managers at this level will specialise in certain fields; in the tourism industry personnel tend to specialise in operational functions or marketing and product development roles.

Possible job titles include:

- visitor information centre manager
- operations manager
- manager - tour operations
- manager - cultural tour operations
- inbound groups manager
- reservations manager or call centre manager
- retail travel agency manager
- visitor information centre manager
- director (owner-operator small tourism business)
- manager (owner-operator small tourism business)
- sales manager
- marketing manager
- product manager

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- tourism manager
- inbound sales manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT50107 Diploma of Tourism

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the tourism industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of tourism industry trends and practices; being aware of tourism industry professional development opportunities; supporting team members to learn.
Technology	Assessing, selecting and applying technologies used in the tourism industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations; supporting skill development required by new technologies.

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Tourism, 33 units must be completed:

- 17 core units
- 16 elective units:
  - a minimum of 10 elective units must be selected from the general elective units listed below
  - the remaining 6 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITXADM003A	Write business documents
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM005A	Lead and manage people

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT006A	Establish and conduct business relationships
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Plus either the following four units: (Operations)	
SITXHRM001A	Coach others in job skills
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXOHS003B	Identify hazards, and assess and control safety risks
Or the following four units: (Marketing)	
SITTPPD001B	Research, assess and develop tourism products
SITTPPD002A	Research tourism data
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies

GENERAL ELECTIVE UNITS	
Administration	
SITXADM004A	Plan and manage meetings
Communication and Teamwork	
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXICT001A	Build and launch a website for a small business
BSBITU309A	Produce desktop published documents
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
CUFIMA01A	Produce and manipulate digital images
E-Business	
BSBCUS401A	Coordinate implementation of customer service strategies
BSBEBU401A	Review and maintain a website
BSBEBU501A	Investigate and design e-business solutions
BSBEBU502A	Implement e-business solution
BSBITU305A	Conduct online transactions
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications
BSBPUR501B	Develop, implement and review purchasing strategies
Environmental Sustainability	
SITXENV003A	Develop workplace policy and procedures for sustainability
Events	
SITXEVT008A	Plan and develop event proposals and bids
Finance	
SITXFIN002A	Maintain financial records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
BSBFIM502A	Manage payroll
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB428A	Manage the sale or service of wine
SITHFAB222A	Conduct a product tasting for alcoholic beverages
Franchising	
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation
Guiding	
SITTGDE001B	Work as a guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 environments
Human Resource Management	
SITXHRM001A	Coach others in job skills
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXHRM009A	Provide mentoring support to business colleagues
Inventory	
SITXINV002A	Control and order stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV003A	Manage and purchase stock
Languages other than English	
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English
Management and Leadership	
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
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
Tour Operations	
SITTTOP001A	Allocate tour resources
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
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIC807C	Drive coach/bus
Tourism Sales and Operations	
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
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

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

Visitor information centre manager

BSBFIA401A Prepare financial reports

SITTPPD002A Research tourism data

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD008A Develop host community awareness of tourism

SITTTSL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITXADM004A Plan and manage meetings

SITXCOM005A Make presentations

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

SITXHRM006A Monitor staff performance

SITXHRM007A Manage workplace diversity

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR002A Create a promotional display or stand

SITXMPR004A Coordinate marketing activities

SITXMPR005A Develop and manage marketing strategies

Operations manager for a small tour operator

BSBFIA401A Prepare financial reports

SITTPPD001B Research, assess and develop tourism products

SITTPPD004A Plan and implement minimal impact operations

SITTPPD006B Plan and develop ecologically sustainable tourism operations

SITTTOP001A Allocate tour resources

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL002A Access and interpret product information

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL008B Book and coordinate supplier services

SITXADM004A Plan and manage meetings

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

SITXHRM006A Monitor staff performance

SITXINV002A Control and order stock

Retail travel agency manager

BSBFIA401A Prepare financial reports

SITTTSL001A Operate an online information system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

SITTTSL008B Book and coordinate supplier services

SITTTSL009B Process travel-related documentation

SITTTSL010B Control reservations or operations using a computerised system

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITXFIN002A Maintain financial records

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXMGT005A Manage business risk

Indigenous cultural tour operator (***owner-operator***)

BSBFIA401A Prepare financial reports

SITTGDE006A Prepare and present tour commentaries or activities

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTGDE009A Interpret aspects of local Australian Indigenous culture

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTPPD001B Research, assess and develop tourism products

SITTPPD004A Plan and implement minimal impact operations

SITTPPD007A Plan and develop culturally appropriate tourism operations

SITTPPD008A Develop host community awareness of tourism

SITTTOP001A Allocate tour resources

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTSL005A Sell tourism products and services

SITTTSL007B Receive and process reservations

SITXINV002A Control and order stock

SITXMGT005A Manage business risk

SITXMPR005A Develop and manage marketing strategies

Regional tourism manager

BSBITU302A Create electronic presentations

SITTPPD003B Source and package tourism products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD008A Develop host community awareness of tourism

SITTPPD009A Assess tourism opportunities for local communities

SITTPPD010A Develop and implement local or regional tourism plan

SITTTSL001A Operate an online information system

SITTTSL011A Maintain a product inventory

SITXADM004A Plan and manage meetings

SITXEVT008A Plan and develop event proposals and bids

SITXFIN006A Obtain and manage sponsorship

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXHRM007A Manage workplace diversity

SITXMGT001A Monitor work operations

SITXMGT002A Develop and implement operational plans

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Product and marketing manager (***tour wholesaler***)

BSBITU302A Create electronic presentations

BSBFIA401A Prepare financial reports

BSBEBU501A Investigate and design e-business solutions

BSBEBU501A Investigate and design e-business solutions

BSBMKG510A Plan e-marketing communications

BSBMKG412A Conduct e-marketing communications

SITTPPD003B Source and package tourism products

SITXADM004A Plan and manage meetings

SITXCOM005A Make presentations

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXMGT001A Monitor work operations

SITXMGT003A Manage projects

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT50207 Diploma of Events

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of event management skills, including significant communication, planning and organisational skills. This is underpinned by a detailed knowledge of the event management process.

Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors. Work would be undertaken in both an office environment where event planning and organisation takes place, and at an event site.

The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of self or team.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event coordinator
- venue coordinator
- conference coordinator
- exhibitions coordinator.

Prerequisite requirements

There are two alternative pathways for entry into the Diploma of Events. The candidate must either:

1. Have achieved a Certificate III qualification in an events-related area. Certificate III qualifications which are particularly relevant include those in the areas of:
   - business
   - entertainment
   - hospitality
   - museums and libraries

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- music
- sport and recreation
- tourism.

OR

2. Have paid or voluntary employment experience at an operational, coordination or management level in an events-related field. A current or previous job role that involves or has involved the application of skills and knowledge relevant to the staging and management of functions and events would be appropriate. As a minimum, employment experience must reflect the breadth, depth and complexity of a qualification at Certificate III level, as defined in the AQF guidelines.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT50207 Diploma of Events

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of event stakeholders, including staging contractors, venue or site personnel, regulatory authorities and customers; consulting with others to gain input into planning and operational issues; providing briefings to operational staff and other stakeholders; developing event planning and operational documentation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing contingency plans to address typical event management challenges; developing and applying a range of strategies to address problems with event contractors or other stakeholders; responding effectively to a wide range of event operational issues requiring immediate resolution; working with event suppliers, customers and other stakeholders to develop practical solutions; evaluating the effectiveness of solutions and approaches to inform future event planning.
Initiative and enterprise	Generating a range of options and ideas to address different event management challenges; developing ideas about ways to improve event operations; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform approaches to event planning and operations.
Planning and organising	Critically analysing a broad range of complex information to inform event planning and project management; establishing clear goals for different aspects of event planning; developing, implementing and monitoring plans, procedures and systems; setting and monitoring priorities, timelines and resource strategies; assessing and managing risk; communicating plans and strategies to stakeholders.
Self-management	Using knowledge of organisational, industry and legal frameworks to inform event management practice; maintaining and updating knowledge of different event management practices; consulting with others to gain input and feedback.
Learning	Using industry and other networks to develop skills and knowledge; exploring and testing new event management ideas and approaches; encouraging and supporting learning within the team.
Technology	Integrating appropriate technologies into the event management process; selecting different technologies to address specific event management situations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Events, 24 units must be completed:

- all 14 core units
- 10 elective units which may be selected from the list below, or from this or another endorsed Training Package or accredited course.

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

CORE UNITS	
SITXADM004A	Plan and manage meetings
SITXCCS003A	Manage quality customer service
SITXEVT001B	Develop and update event industry knowledge
SITXEVT010B	Evaluate and address event regulatory requirements
SITXEVT012A	Select event venues and sites
SITXEVT013A	Manage event staging
SITXEVT017B	Provide on-site event management services
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXHRM005A	Lead and manage people
SITXMGT003A	Manage projects

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT006A	Establish and conduct business relationships
SITXOHS003B	Identify hazards, and assess and control safety risks
BSBWOR204A	Use business technology

Elective units	
Administration	
SITXADM003A	Write business documents
Commercial Cookery and Catering	
SITHCCC038B	Plan catering for an event or function
Communication and Teamwork	
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Creative and Technical Production	
CUESMT10B	Organise and facilitate rehearsals
CUESMT11B	Create, update and use production reference documents
CUETEM03C	Establish and manage production resources and requirements
CUETEM06B	Organise and monitor bump in/bump out
CUFCMP301A	Implement copyright arrangements
CUFCMP501A	Manage and exploit copyright arrangements
Environmental Sustainability	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBSUS501A	Develop workplace policy and procedures for sustainability
Events	
SITXEVT004B	Coordinate on-site event registrations
SITXEVT008A	Plan and develop event proposals and bids
SITXEVT009A	Develop event concepts
SITXEVT011A	Develop crowd control plans and procedures
SITXEVT014A	Develop conference programs
SITXEVT015B	Manage exhibitions
SITXEVT016B	Organise and monitor event infrastructure
SITXEVT018B	Develop a transport strategy for an event
SITXEVT019A	Manage multi-venue events
CULMS012A	Plan event touring
Finance	
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
BSBFIM501A	Manage budgets and financial plans
CUSFIN01A	Finance a project
CUVADM10B	Research and utilise revenue and funding opportunities
FNSACCT407B	Set up and operate a computerised accounting system
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM004A	Manage volunteers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
BSBMGT502B	Manage people performance
Quality and Innovation	
BSBMGT516A	Facilitate continuous improvement
Management and Leadership	
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT005A	Manage business risk
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
BSBMKG401B	Profile the market
CULLB510B	Develop and maintain community/stakeholder relationships
SRXINU011A	Develop and maintain a competitive pricing strategy for a leisure and recreation service
Planning and Product Development	
SITTPPD002A	Research tourism data
SITTPPD003B	Source and package tourism products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITTPPD007A	Plan and develop culturally appropriate tourism operations
SITTPPD009A	Assess tourism opportunities for local communities
SRXINU003A	Analyse participation patterns in specific markets of the leisure and recreation industry
SRXINU014A	Research and document the history of specific leisure and recreation services(s)
Tourism Sales and Operations	
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
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
Venue and Facility Operations	
CUEFOH06C	Manage venue services
SRXFAC003B	Implement facility maintenance programs
SRXFAC005B	Coordinate facility and equipment acquisition and maintenance
SRXFAC008B	Obtain facilities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Event coordinator for a professional conference organiser

SITTTSL008B Book and coordinate supplier services

SITXADM003A Write business documents

SITXCOM005A Make presentations

SITXEVT004B Coordinate on-site event registrations

SITXEVT008A Plan and develop event proposals and bids

SITXEVT009A Develop event concepts

SITXEVT014A Develop conference programs

SITXEVT016B Organise and monitor event infrastructure

SITXFIN006A Obtain and manage sponsorship

SITXMPR001A Coordinate production of brochures and marketing materials

Event coordinator (***sport focus***)

SITTTSL008B Book and coordinate supplier services

SITXADM003A Write business documents

SITXEVT004B Coordinate on-site event registrations

SITXEVT008A Plan and develop event proposals and bids

SITXEVT016B Organise and monitor event infrastructure

SITXFIN006A Obtain and manage sponsorship

SITXHRM004A Manage volunteers

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR004A Coordinate marketing activities

SRXINU003A Analyse participation patterns in specific markets of the leisure and recreation industry

Event coordinator (***production focus***)

CUESMT10B Organise and facilitate rehearsals

CUETEM03C Establish and manage production resources and requirements

CUETEM06B Organise and monitor bump in/bump out

CUSADM08A Address copyright requirements

SITXADM003A Write business documents

SITXEVT008A Plan and develop event proposals and bids

SITXEVT016B Organise and monitor event infrastructure

SITXFIN006A Obtain and manage sponsorship

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM004A Manage volunteers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT50307 Diploma of Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

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

- managing a department in a large hospitality enterprise
- managing a small hospitality enterprise.

Possible job titles include:

- restaurant manager
- kitchen manager
- front office manager
- housekeeper
- chef
- sous chef
- gaming manager
- motel manager
- unit manager (catering operations).

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT50307 Diploma of Hospitality

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall enterprise; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the hospitality industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of hospitality industry trends and practices; being aware of hospitality industry professional development opportunities; supporting team members to learn.
Technology	Assessing, selecting and applying technologies used in the hospitality industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support hospitality operations; supporting skill development required by new technologies.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Hospitality, 39 units must be completed:

- all 23 core units
- 16 elective units:
  - a minimum of 13 elective units must be selected from the list below
  - the remaining 3 elective units may be selected from this or another endorsed

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Training Package or accredited course

- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITXCCS002A	**Provide quality customer service**
SITXCCS003A	**Manage quality customer service**
SITXCOM001A	**Work with colleagues and customers**
SITXCOM002A	**Work in a socially diverse environment**
SITXCOM003A	**Deal with conflict situations**
SITXFIN003A	**Interpret financial information**
SITXFIN004A	**Manage finances within a budget**
SITXFIN005A	**Prepare and monitor budgets**
SITXGLC001A	**Develop and update legal knowledge required for business compliance**
SITXHRM001A	**Coach others in job skills**
SITXHRM003A	**Roster staff**
SITXHRM005A	**Lead and manage people**
SITXHRM007A	**Manage workplace diversity**
SITXINV001A	**Receive and store stock**
SITXINV002A	**Control and order stock**
SITXMGT001A	**Monitor work operations**
SITXMGT002A	**Develop and implement operational plans**
SITXMGT006A	**Establish and conduct business relationships**
SITXOHS001B	**Follow health, safety and security procedures**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS002A	**Follow workplace hygiene procedures**
SITXOHS004B	**Implement and monitor workplace health, safety and security practices**
SITXOHS005A	**Establish and maintain an OHS system**
Plus one of the following:	
SITHIND003A	**Provide and coordinate hospitality service**
SITHCCC028A	**Prepare, cook and serve food for menus**

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBRES401A	**Analyse and present research information**
Asian Cookery	
SITHASC001A	**Use basic Asian methods of cookery**
SITHASC002A	**Produce appetisers and snacks for Asian cuisines**
SITHASC003A	**Prepare stocks and soups for Asian cuisines**
SITHASC004A	**Prepare sauces, dips and accompaniments for Asian cuisines**
SITHASC005A	**Prepare salads for Asian cuisines**
SITHASC006A	**Prepare rice and noodles for Asian cuisines**
SITHASC007A	**Prepare meat, poultry, seafood and vegetables for Asian cuisines**
SITHASC008B	**Prepare desserts for Asian cuisines**
SITHASC009A	**Prepare curry paste and powder for Asian cuisines**
SITHASC010A	**Prepare satay for Asian cuisines**
SITHASC011A	**Prepare vegetarian dishes for Asian cuisines**
SITHASC012A	**Select, prepare and serve specialised Asian cuisines**
SITHASC013B	**Plan menus for Asian cuisines**
SITHASC014A	**Design and operate an Asian kitchen**
SITHASC015A	**Prepare and produce Japanese raw fish (sashimi)**
SITHASC016A	**Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes**
SITHASC017A	**Prepare and produce Japanese one pot cookery**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC018A	**Prepare and produce Japanese rice cookery**
SITHASC019A	**Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats**
SITHASC020A	**Prepare and produce Chinese dim sum**
SITHASC021A	**Prepare and produce Chinese roast meat cuts and poultry**
SITHASC022A	**Prepare and produce tandoori food items**
SITHASC023A	**Prepare and produce Indian breads**
SITHASC024A	**Prepare and produce Indian sweetmeats**
SITHASC025A	**Prepare and produce Indian chutney and pickles**
SITHASC026A	**Prepare and produce Indonesian crackers**
Client and Customer Service	
SITXCCS001B	**Provide visitor information**
SITXCCS004A	**Provide club reception services**
SIRXCCS001A	**Apply point-of-sale handling procedures**
Commercial Cookery and Catering	
SITHCCC001B	**Organise and prepare food**
SITHCCC002A	**Present food**
SITHCCC003B	**Receive and store kitchen supplies**
SITHCCC004B	**Clean and maintain kitchen premises**
SITHCCC005A	**Use basic methods of cookery**
SITHCCC006A	**Prepare appetisers and salads**
SITHCCC007A	**Prepare sandwiches**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC008A	**Prepare stocks, sauces and soups**
SITHCCC009A	**Prepare vegetables, fruit, eggs and farinaceous dishes**
SITHCCC010A	**Select, prepare and cook poultry**
SITHCCC011A	**Select, prepare and cook seafood**
SITHCCC012A	**Select, prepare and cook meat**
SITHCCC013A	**Prepare hot and cold desserts**
SITHCCC014A	**Prepare pastries, cakes and yeast goods**
SITHCCC015A	**Plan and prepare food for buffets**
SITHCCC016A	**Develop cost-effective menus**
SITHCCC017A	**Organise bulk cooking operations**
SITHCCC018A	**Prepare pâtés and terrines**
SITHCCC019A	**Plan, prepare and display a buffet**
SITHCCC020B	**Prepare portion-controlled meat cuts**
SITHCCC021B	**Handle and serve cheese**
SITHCCC022A	**Prepare chocolate and chocolate confectionery**
SITHCCC023B	**Select, prepare and serve specialised food items**
SITHCCC024B	**Select, prepare and serve specialised cuisines**
SITHCCC025A	**Monitor catering revenue and costs**
SITHCCC026A	**Establish and maintain quality control of food**
SITHCCC027A	**Prepare cook and serve food for food service**
SITHCCC028A	**Prepare, cook and serve food for menus**
SITHCCC029A	**Prepare foods according to dietary and cultural needs**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC030A	**Package prepared foodstuffs**
SITHCCC031A	**Operate a fast food outlet**
SITHCCC032A	**Apply cook-chill production processes**
SITHCCC033B	**Apply catering control principles**
SITHCCC034A	**Apply cook-freeze production processes**
SITHCCC035A	**Develop menus to meet special dietary and cultural needs**
SITHCCC036B	**Select catering systems**
SITHCCC037C	**Manage facilities associated with commercial catering contracts**
SITHCCC038B	**Plan catering for an event or function**
SITHCCC039B	**Prepare tenders for catering contracts**
SITHCCC040A	**Design menus to meet market needs**
Communication and Teamwork	
SITXCOM004A	**Communicate on the telephone**
SITXCOM005A	**Make presentations**
SITXCOM006A	**Address protocol requirements**
Computer Operations and ICT Management	
BSBITU309A	**Produce desktop published documents**
BSBITU301A	**Create and use databases**
BSBITU302A	**Create electronic presentations**
BSBITA401A	**Design databases**
BSBITU402A	**Develop and use complex spreadsheets**
BSBITU102A	**Develop keyboard skills**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBWOR204A	**Use business technology**
BSBITU201A	**Produce simple word processed documents**
BSBITU306A	**Design and produce business documents**
BSBITU203A	**Communicate electronically**
CUFIMA01A	**Produce and manipulate digital images**
ICAS1193B	**Connect a workstation to the internet**
ICAS2017B	**Maintain system integrity**
Environmental Sustainability	
SITXENV001A	**Participate in environmentally sustainable work practices**
SITXENV002A	**Implement and monitor environmentally sustainable work practices**
SITXENV003A	**Develop workplace policy and procedures for sustainability**
Events	
SITXEVT005B	**Organise in-house events or functions**
Finance	
SITXFIN001A	**Process financial transactions**
SITXFIN002A	**Maintain financial records**
SITXFIN006A	**Obtain and manage sponsorship**
SITXFIN007A	**Manage physical assets**
SITXFIN008A	**Manage financial operations**
BSBFIA302A	**Process payroll**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA303A	**Process accounts payable and receivable**
BSBFIA304A	**Maintain a general ledger**
BSBFIA401A	**Prepare financial reports**
BSBFIM502A	**Manage payroll**
First Aid	
HLTFA301B	**Apply first aid**
HLTFA302A	**Provide first aid in remote situation**
Food and Beverage	
SITHFAB001C	**Clean and tidy bar areas**
SITHFAB002C	**Operate a bar**
SITHFAB003A	**Serve food and beverage to customers**
SITHFAB004A	**Provide food and beverage service**
SITHFAB005A	**Provide table service of alcoholic beverages**
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**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB016A	**Plan and monitor espresso coffee service**
SITHFAB017A	**Provide gueridon service**
SITHFAB018A	**Provide silver service**
SITHFAB222A	**Conduct a product tasting for alcoholic beverages**
SITHFAB428A	**Manage the sale or service of wine**
SITHFAB323A	**Provide advice on beers, spirits and liqueurs**
SITHFAB324A	**Provide specialised advice on food and beverage matching**
SITHFAB325A	**Provide specialised advice on Australian wines**
SITHFAB326A	**Provide specialised advice on imported wines**
Food Safety	
SITXFSA001A	**Implement food safety procedures**
SITXFSA002A	**Develop and implement a food safety program**
SITXFSA003A	**Transport and store food in a safe and hygienic manner**
Franchising	
BSBFRA401B	**Manage compliance with franchisee obligations and legislative requirements**
BSBFRA403B	**Manage relationship with franchisor**
BSBFRA502B	**Manage a franchise operation**
Gaming	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Human Resource Management	
SITXHRM002A	**Recruit, select and induct staff**
SITXHRM004A	**Manage volunteers**
SITXHRM006A	**Monitor staff performance**
SITXHRM008A	**Manage workplace relations**
SITXHRM009A	**Provide mentoring support to business colleagues**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Inventory	
SITXINV003A	**Manage and purchase stock**
Languages other than English	
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 documents in a language other than English**
Management and Leadership	
SITXMGT003A	**Manage projects**
SITXMGT004A	**Develop and implement a business plan**
SITXMGT005A	**Manage business risk**
BSBMKG401B	**Profile the market**
Marketing and Public Relations	
SITXMPR001A	**Coordinate production of brochures and marketing materials**
SITXMPR002A	**Create a promotional display or stand**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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**
Merchandising	
SIRXMER001A	**Merchandise products**
Occupational Health and Safety	
SITXOHS003B	**Identify hazards, and assess and control safety risks**
Patisserie	
SITHPAT001A	**Prepare and produce pastries**
SITHPAT002A	**Prepare and produce cakes**
SITHPAT003A	**Prepare and produce yeast goods**
SITHPAT004A	**Prepare bakery products for patisseries**
SITHPAT005A	**Prepare and present gateaux, torten and cakes**
SITHPAT006A	**Present desserts**
SITHPAT007A	**Prepare and display petits fours**
SITHPAT008A	**Prepare and model marzipan**
SITHPAT009A	**Prepare desserts to meet special dietary requirements**
SITHPAT010A	**Prepare and display sugar work**
SITHPAT011A	**Plan, prepare and display sweet buffet**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	showpieces
SITHPAT012A	**Plan patisserie operations**
Quality and Innovation	
SITXQUA001A	**Contribute to workplace improvements**
SITXQUA002A	**Originate and develop a concept**
SIRXQUA001A	**Develop innovative ideas at work**
SIRXQUA002A	**Lead a team to foster innovation**
SIRXQUA003A	**Create an innovative work environment**
SIRXQUA004A	**Set up systems that support innovation**
Risk Management and Security	
CPPSEC2012A	**Monitor and control individual and crowd behaviour**
CPPSEC3017A	**Plan and conduct evacuation of premises**
CPPSEC3018A	**Provide for the safety of persons at risk**
SIRXRSK001A	**Minimise theft**
SITXCCS305A	**Provide lost and found facility**
Sales	
SIRXSLS001A	**Sell products and services**
SIRXSLS002A	**Advise on products and services**
Tourism Sales and Operations	
SITTTSL001A	**Operate an online information system**
SITTTSL002A	**Access and interpret product information**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL005A	**Sell tourism products and services**
SITTTSL006B	**Prepare quotations**
SITTTSL007B	**Receive and process reservations**
SITTTSL008B	**Book and coordinate supplier services**
SITTTSL009B	**Process travel-related documentation**
SITTTSL010B	**Control reservations or operations using a computerised system**
SITTTSL011A	**Maintain a product inventory**
Working in Industry - Hospitality	
SITHIND001B	**Develop and update hospitality industry knowledge**

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

Restaurant manager in a fine dining restaurant

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITHFAB013A Provide specialist advice on food

SITHFAB018A Provide silver service

SITHFAB324A Provide specialised advice on food and beverage matching

SITHFAB325A Provide specialised advice on Australian wines

SITHFAB326A Provide specialised advice on imported wines

SITXEVT005B Organise in-house events or functions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXINV003A Manage and purchase stock

Kitchen manager or chef

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

HLTFA301B Apply first aid

SITHCCC015A Plan and prepare food for buffets

SITHCCC016A Develop cost-effective menus

SITHCCC025A Monitor catering revenue and costs

SITHCCC026A Establish and maintain quality control of food

SITHCCC027A Prepare, cook and serve food for food service

SITHCCC028A Prepare, cook and serve food for menus

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC036B Select catering systems

SITXENV002A Implement and monitor environmentally sustainable work practices

SITXFSA002A Develop and implement a food safety program

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXINV003A Manage and purchase stock

Gaming manager in a club, hotel or casino

BSBWOR204A Use business technology

BSBITU306A Design and produce business documents

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB009A Provide responsible service of alcohol

SITHGAM001A Attend gaming machines

SITHGAM002A Operate a TAB outlet

SITHGAM003A Conduct a Keno game

SITHGAM004B Analyse and report on gaming machine data

SITHGAM005A Develop and manage gaming activities

SITHGAM006A Provide responsible gambling services

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM008A Manage workplace relations

SITXINV003A Manage and purchase stock

SITXMPR005A Develop and manage marketing strategies

Manager of a cafe or small restaurant

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

SITHCCC040A Design menus to meet market needs

SITHCCC038B Plan catering for an event or function

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITHFAB016A Plan and monitor espresso coffee service

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXINV003A Manage and purchase stock

Motel manager

BSBWOR204A Use business technology

SITHACS001B Provide accommodation reception services

SITHACS005B Prepare rooms for guests

SITHACS006B Clean premises and equipment

SITHFAB004A Provide food and beverage service

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

SITXADM003A Write business documents

SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions

SITXFIN002A Maintain financial records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM002A Recruit, select and induct staff

SITXHRM008A Manage workplace relations

SITXMGT004A Develop and implement a business plan

SITXMPR004A Coordinate marketing activities

Catering or unit manager

BSBWOR204A Use business technology

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC033B Apply catering control principles

SITHCCC035A Develop menus to meet special dietary and cultural needs

SITHCCC036B Select catering systems

SITHCCC037C Manage facilities associated with commercial catering contracts

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITHCCC040A Design menus to meet market needs

SITXADM003A Write business documents

SITXENV002A Implement and monitor environmentally sustainable work practices

SITXFIN002A Maintain financial records

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

SITXHRM006A Monitor staff performance

SITXHRM008A Manage workplace relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT50409 Diploma of Holiday Parks and Resorts

Modification History

Not applicable.

Description

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a broad range of managerial skills underpinned by a range of operational competencies chosen as electives.

The qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of their team or themselves.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work as a senior departmental manager, manager or owner-operator of a business. Some managers at this level will specialise in certain fields such as operations or marketing and product development roles.

Possible job titles include:

- Park manager
- Operations manager
- Manager
- Small business owner-operator small business

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT50409 Diploma of Holiday Parks and Resorts

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

Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem-solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on operational experience.
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform work practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skill	**Industry/enterprise requirements for this qualification include**:
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes.
Self-management	Understanding the legal and compliance framework that affects those working in the industry; maintaining general and technical knowledge to inform work practices.
Learning	Proactively maintaining and updating knowledge of industry trends and practices; being aware of industry professional development opportunities; supporting team members to learn.
Technology	Assessing, selecting and applying technologies to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support operations; supporting skill development required by new technologies.

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

Packaging Rules

QUALIFICATION RULES

To achieve a Diploma of Holiday Parks and Resorts, 29 units must be completed:

- all 18 core units

plus

- 11 elective units:
  - a minimum of 5 elective units must be selected from the general elective units listed below

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- a maximum of 6 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English (LOTE) unit may be counted as an elective within this qualification.

In all cases electives must be relevant to the job outcome, local industry requirements and the qualification level.

CORE UNITS	
SITXADM003A	Write business documents
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXENV003A	Develop workplace policy and procedures for sustainability
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXCCS003A	Manage quality customer service
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT005A	Manage business risk
SITXMGT006A	Establish and conduct business relationships
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
	Plus

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHIND001B	Develop and update hospitality industry knowledge
	Or
SITTIND001B	Develop and update tourism industry knowledge
	Or
SITTIND202B	Develop and update caravan industry knowledge

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services (2 prerequisites)
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests (2 prerequisites)
SITHACS006B	Clean premises and equipment
Administration	
BSBRES401A	Analyse and present research information
SITXADM002A	Source and present information
SITXADM004A	Plan and manage meetings
Building and Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SRCAQU001B	Monitor pool water quality
Communication and Teamwork	
SITXCOM005A	Make presentations
Computer Operations and ICT Management	
BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU309A	Produce desktop published documents
BSBITU402A	Develop and use complex spreadsheets
CUFDIG303A	Produce and prepare photo images
SITXICT001A	Build and launch a website for a small business
E-Business	
BSBEBU401A	Review and maintain a website
BSBMKG412A	Conduct e-marketing communications
BSBMKG510A	Plan e-marketing communications

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Finance	
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
BSBFIM502A	Manage payroll
SITXFIN002A	Maintain financial records
SITXFIN006A	Obtain and manage sponsorship
First Aid	
HLTFA301B	Apply first aid
HLTFA302A	Provide first aid in remote situation
Franchising	
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation
Holiday Parks and Resorts	
SITTHPR302B	Plan and organise in-house recreational activities
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXHRM008A	Manage workplace relations
SITXHRM009A	Provide mentoring support to business colleagues
Inventory	
SITXINV002A	Control and order stock
SITXINV003A	Manage and purchase stock
Languages other than English	
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English
Management and Leadership	
SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk
Marketing and Public Relations	
BSBMKG401B	Profile the market

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
Planning and Product Development	
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
Tour Operations	
SITTTOP001A	Allocate tour resources
SITTTOP002A	Load touring equipment and conduct pre-departure checks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus
Tourism Sales and Operations	
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
Management	
BSBFIA401A	Prepare financial reports
SITXADM004A	Plan and manage meetings
SITXCOM005A	Make presentations
SITXHRM002A	Recruit, select and induct staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity
SITXINV003A	Manage and purchase stock
SITXMGT003A	Manage projects
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk
Marketing and Product Development	
SITTPPD001B	Research, assess and develop tourism products
SITTPPD004A	Plan and implement minimal impact operations
SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR004A	Coordinate marketing activities
SITXMPR005A	Develop and manage marketing strategies
Front Office	
BSBITU202A	Create and use spreadsheets
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBFIA303A	Process accounts payable and receivable
HLTFA301B	Apply first aid
SITHACS001B	Provide accommodation reception services
SITTHPR303A	Tow and site a recreational vehicle safely

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
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
SITXADM001A	Perform office procedures
SITXCCS002A	Provide quality customer service
SITXFIN002A	Maintain financial records
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
UEGNSG604A	Fill gas cylinders
Housekeeping	
HLTFA301B	Apply first aid
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXOHS002A	Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

PUAWER004B	Respond to workplace emergencies
UEGNSG604A	Fill gas cylinders
Grounds Maintenance	
MEM18001C	Use hand tools
MEM18002B	Use power tools/hand held operations
RIISAM204A	Operate small plant and equipment
RTE3601A	Install irrigation systems
RTE3605A	Troubleshoot irrigation systems
RTF2017A	Prune shrubs and small trees
RTF2204A	Construct low profile timber or modular retaining walls
RTF2208A	Lay paving
RTF3036A	Plan and establish plant displays
RTF3204A	Construct concrete structures and features
RTF3217A	Set out site for construction works
SIFBGM001A	Provide general grounds care
SIFBGM002A	Maintain property and structures
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
SITTHPR303A	Tow and site a recreational vehicle safely
SRCAQU001B	Monitor pool water quality
TLIB307C	Carry out vehicle servicing and maintenance

Users may select electives from any of the three areas and other training packages to create a multi-skilled outcome.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT60107 Advanced Diploma of Tourism

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in wide-ranging, highly specialised technical tourism skills covering operations, sales, marketing, product development, business planning, and human resource and financial management. These strategic management skills are underpinned by a range of operational competencies, chosen as electives.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad. These individuals are often accountable for group outcomes.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in any sector of the tourism industry as a senior manager, general manager or owner-operator of any style of tourism business.

Possible job titles include:

- managing director
- director
- general manager
- general manager sales and marketing
- director of sales and marketing
- strategic marketing manager
- general manager operations
- director of operations
- business development manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT60107 Advanced Diploma of Tourism

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Communicating, consulting and encouraging feedback on organisational goals, strategies and outcomes; negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Fostering workplace diversity; building, motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions at a strategic level.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
Initiative and enterprise	Initiating new concepts, products and services; engaging and persuading stakeholders to adopt approaches; generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism industry and marketplace trends to inform work practices.
Planning and organising	Developing and managing strategies across the broad spectrum of tourism management practice, including overall business planning, financial management and product development; researching and critically analysing current and emerging industry practices, market and product trends; forecasting and managing resources; developing and leading continuous improvement processes; understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources.
Self-management	Reviewing and reflecting on own work performance; understanding the legal and compliance framework that affects those working in the tourism industry; maintaining general and technical knowledge to inform work practices.
Learning	Developing and maintaining the legal knowledge required for business compliance; proactively maintaining and updating knowledge of tourism industry trends and practices; being aware of tourism industry professional development opportunities; supporting team members to learn.
Technology	Researching new technological solutions to inform management practices and product development; selecting and using technologies used in the tourism industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support tourism operations; supporting skill development required by new technologies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve an Advanced Diploma of Tourism, 40 units must be completed:

- all 22 core units
- 18 elective units:
  - a minimum of 10 elective units must be selected from the list below.
  - the remaining 8 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

CORE UNITS	
SITTIND001B	Develop and update tourism industry knowledge
SITTPPD001B	Research, assess and develop tourism products
SITTPPD002A	Research tourism data
SITXADM003A	Write business documents
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN005A	Prepare and monitor budgets
SITXFIN008A	Manage financial operations
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM005A	Lead and manage people
SITXHRM007A	Manage workplace diversity
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT005A	Manage business risk
SITXMGT006A	Establish and conduct business relationships
SITXMPR005A	Develop and manage marketing strategies
SITXOHS005A	Establish and maintain an OHS system

ELECTIVE UNITS	
Administration	
SITXADM004A	Plan and manage meetings
Communication and Teamwork	
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements
Computer Operations and ICT Management	
SITXICT001A	Build and launch a website for a small business
BSBITU309A	Produce desktop published documents

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU302A	Create electronic presentations
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
CUFIMA01A	Produce and manipulate digital images
E-Business	
BSBEBU401A	Review and maintain a website
BSBEBU501A	Investigate and design e-business solutions
BSBEBU502A	Implement e-business solution
BSBMKG510A	Plan e-marketing communications
BSBMKG412A	Conduct e-marketing communications
BSBPUR501B	Develop, implement and review purchasing strategies
Environmental Sustainability	
SITXENV003A	Develop workplace policy and procedures for sustainability
Finance	
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
SITXFIN002A	Maintain financial records
SITXFIN006A	Obtain and manage sponsorship
SITXFIN007A	Manage physical assets
First Aid	
HLTFA301B	Apply first aid

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB428A	Manage the sale or service of wine
SITHFAB222A	Conduct a product tasting for alcoholic beverages
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
Franchising	
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation
Guiding	
SITTGDE001B	Work as a guide
SITTGDE002A	Provide arrival and departure assistance
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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 environments
Human Resource Management	
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM006A	Monitor staff performance
SITXHRM008A	Manage workplace relations
SITXHRM009A	Provide mentoring support to business colleagues
Inventory	
SITXINV002A	Control and order stock
SITXINV003A	Manage and purchase stock
Languages 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	English
SITXLAN6__A	Read and write workplace documents in a language other than English
Management and Leadership	
SITXMGT001A	Monitor work operations
SITXMGT003A	Manage projects
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Planning and Product Development	
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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Tour Operations

SITTTOP001A	Allocate tour resources
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
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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
SITTTSL013B	Construct normal international airfares
SITTTSL014B	Construct promotional international airfares
SITTTSL015B	Construct advanced international airfares
SITTTSL016B	Administer billing and settlement plan

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

Senior manager**, **general manager**, **strategic manager**, **business development manager for tour wholesaler**, **tour operator or multi-branch retailer with responsibility for marketing

BSBITU302A Create electronic presentations

BSBFIA401A Prepare financial reports

BSBEBU501A Investigate and design e-business solutions

BSBEBU501A Investigate and design e-business solutions

BSBMKG510A Plan e-marketing communications

BSBMKG412A Conduct e-marketing communications

SITTPPD003B Source and package tourism products

SITXADM004A Plan and manage meetings

SITXCOM005A Make presentations

SITXHRM002A Recruit, select and induct staff

SITXHRM006A Monitor staff performance

SITXHRM008A Manage workplace relations

SITXMGT003A Manage projects

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR004A Coordinate marketing activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Director and owner-tour operator with responsibility for operations

BSBFIA303A Process accounts payable and receivable

BSBFIA401A Prepare financial reports

BSBFIM502A Manage payroll

SITTTOP001A Allocate tour resources

SITTTSL005A Sell tourism products and services

SITTTSL006B Prepare quotations

SITTTSL007B Receive and process reservations

SITTTSL008B Book and coordinate supplier services

SITXADM004A Plan and manage meetings

SITXFIN002A Maintain financial records

SITXFIN007A Manage physical assets

SITXHRM002A Recruit, select and induct staff

SITXHRM003A Roster staff

SITXHRM006A Monitor staff performance

SITXHRM008A Manage workplace relations

SITXMPR001A Coordinate production of brochures and marketing materials

SITXMPR004A Coordinate marketing activities

SITXOHS003B Identify hazards, and assess and control safety risks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT60207 Advanced Diploma of Events

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in wide-ranging, highly specialised technical event management skills with a strategic research, planning and communication focus. Event organisation and management takes place across the full spectrum of business and community activity. The qualification has particular relevance in the community, cultural, hospitality, sporting and tourism sectors.

Work would be undertaken in both an office environment where event planning and organisation takes place, and at an event site.

The qualification reflects the role of individuals who analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad. These individuals are often accountable for group outcomes.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in a range of organisations where event management takes place, and such organisations are diverse in nature. Examples include professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Possible job titles include:

- event manager
- venue manager
- conference manager
- exhibitions manager.

Prerequisite requirements

There are two alternative pathways for entry into the Advanced Diploma of Events. The candidate must either:

1. Have achieved the Diploma of Events.

OR

2. Have paid or voluntary employment experience at a coordination or management level. As a minimum, employment experience must reflect the scope and range of competencies in a Diploma of Events.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT60207 Advanced Diploma of Events

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

Employability skill	**Industry/enterprise requirements for this qualification include**:
Communication	Negotiating and liaising with a broad range of event stakeholders, including staging contractors, venue or site personnel, regulatory authorities and customers; consulting with others to gain input into planning and operational issues; providing briefings to operational staff and other stakeholders; developing event planning and operational documentation.
Teamwork	Building, motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to resolve diverse management and operational problems; developing contingency plans to address typical event management challenges; developing and applying a range of strategies to address problems with event contractors or other stakeholders; responding effectively to a wide range of event operational issues requiring immediate resolution; working with event suppliers, customers and other stakeholders to develop practical solutions; evaluating the effectiveness of solutions and approaches to inform future

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skill	**Industry/enterprise requirements for this qualification include**:
	event planning.
Initiative and enterprise	Initiating creative and innovative event concepts; developing models and options and management practices to translate ideas into action; generating a range of options and ideas to address different event management challenges; developing ideas about ways to improve event operations; encouraging team members to be innovative; using knowledge of current and emerging industry and marketplace trends to inform approaches to event planning and operations.
Planning and organising	Developing and managing strategies across the broad spectrum of event management practice; researching and critically analysing current and emerging industry practice; forecasting and managing budget and other resources; critically analysing a broad range of information to inform event planning and project management; establishing clear goals for different aspects of event planning; developing, implementing and monitoring plans, procedures and systems; setting and monitoring priorities, timelines and resource strategies; assessing and managing risk; communicating plans and strategies to stakeholders.
Self-management	Reviewing and reflecting on own work practice; using research and networks to extend event management skills and knowledge proactively; using knowledge of organisational, industry and legal frameworks to inform event management practice; maintaining and updating knowledge of different event management practices; consulting with others to gain input and feedback.
Learning	Developing and maintaining the legal knowledge required for business compliance; researching new event management ideas, concepts and technologies; using industry and other networks to develop skills and knowledge; exploring and testing new event management ideas and approaches; encouraging and supporting learning within the team.
Technology	Researching new technological solutions to inform event management practice; integrating appropriate technologies into the event management process; selecting different technologies to address specific event management situations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

Packaging Rules

QUALIFICATION RULES

To achieve an Advanced Diploma of Events, 24 units must be completed:

- all 16 core units
- 8 elective units which may be selected from the list below, or from this or another endorsed Training Package or accredited course.

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

CORE UNITS	
SITXCCS003A	Manage quality customer service
SITXEVT006A	Research and evaluate event industry trends and practices
SITXEVT007B	Determine event feasibility
SITXEVT009A	Develop event concepts
SITXEVT010B	Evaluate and address event regulatory requirements
SITXEVT012A	Select event venues and sites
SITXEVT013A	Manage event staging
SITXEVT017B	Provide on-site event management services
SITXFIN005A	Prepare and monitor budgets
SITXFIN006A	Obtain and manage sponsorship
SITXFIN008A	Manage financial operations
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXMGT003A	Manage projects

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT005A	Manage business risk
SITXMGT006A	Establish and conduct business relationships
BSBMGT502B	Manage people performance

ELECTIVE UNITS	
Commercial Cookery and Catering	
SITHCCC038B	Plan catering for an event or function
Creative and Technical Production	
CUEPMT11B	Manage the production process
CUESMT05B	Stage manage the production/event
CUESMT10B	Organise and facilitate rehearsals
CUESMT11B	Create, update and use production reference documents
CUFPOP03B	Compile a production schedule
CULMS008A	Conceive, develop and realise exhibition designs
Events	
SITXEVT011A	Develop crowd control plans and procedures
SITXEVT014A	Develop conference programs
SITXEVT015B	Manage exhibitions
SITXEVT016B	Organise and monitor event infrastructure
SITXEVT018B	Develop a transport strategy for an event
SITXEVT019A	Manage multi-venue events
CULMS012A	Plan event touring

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Finance	
SITXFIN004A	Manage finances within a budget
SITXFIN007A	Manage physical assets
CUSFIN01A	Finance a project
Human Resource Management	
SITXHRM004A	Manage volunteers
SITXHRM007A	Manage workplace diversity
SITXHRM008A	Manage workplace relations
Management and Leadership	
SITXMGT004A	Develop and implement a business plan
BSBMGT617A	Develop and implement a business plan
Marketing and Public Relations	
SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR005A	Develop and manage marketing strategies
BSBMKG401B	Profile the market
BSBMKG509A	Implement and monitor direct marketing activities
BSBMKG605B	Evaluate international marketing opportunities
BSBMKG606B	Manage international marketing programs
BSBMKG607B	Manage market research
CULLB510B	Develop and maintain community/stakeholder relationships
CUVADM08B	Develop and manage public relations strategies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Planning and Product Development	
SITTPPD001B	Research, assess and develop tourism products
SITTPPD006B	Plan and develop ecologically sustainable tourism operations
SITTPPD007A	Plan and develop culturally appropriate tourism operations
SITTPPD009A	Assess tourism opportunities for local communities
Venue and Facility Management	
CUEFOH06C	Manage venue services
SRXFAC003B	Implement facility maintenance programs
SRXFAC005B	Coordinate facility and equipment acquisition and maintenance
SRXFAC008B	Obtain facilities
SRXFAC009B	Plan, develop and commission facility development

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

Independent event manager

SITHCCC038B Plan catering for an event or function

SITXEVT014A Develop conference programs

SITXEVT015B Manage exhibitions

SITXEVT018B Develop a transport strategy for an event

SITXEVT019A Manage multi-venue events

SITXMPR001A Coordinate production of brochures and marketing materials

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIT60307 Advanced Diploma of Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a senior manager in any hospitality functional area. This individual would analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad and they are often accountable for group outcomes. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

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

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

Possible job titles include:

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

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT60307 Advanced Diploma of Hospitality

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

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Packaging Rules

QUALIFICATION RULES

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

- all 29 core units
- 18 elective units:
  - a minimum of 15 elective units must be selected from the list below
  - the remaining 3 elective units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM003A	**Roster staff**
SITXHRM005A	**Lead and manage people**
SITXHRM006A	**Monitor staff performance**
SITXHRM007A	**Manage workplace diversity**
SITXINV001A	**Receive and store stock**
SITXINV002A	**Control and order stock**
SITXMGT001A	**Monitor work operations**
SITXMGT002A	**Develop and implement operational plans**
SITXMGT004A	**Develop and implement a business plan**
SITXMGT006A	**Establish and conduct business relationships**
SITXMPR005A	**Develop and manage marketing strategies**
SITXOHS001B	**Follow health, safety and security procedures**
SITXOHS002A	**Follow workplace hygiene procedures**
SITXOHS004B	**Implement and monitor workplace health, safety and security practices**
SITXOHS005A	**Establish and maintain an OHS system**
Plus one of the following:	
SITHIND003A	**Provide and coordinate hospitality service**
SITHCCC028A	**Prepare, cook and serve food for menus**

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	**Provide accommodation reception services**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS002B	**Conduct night audit**
SITHACS003A	**Provide porter services**
SITHACS004B	**Provide housekeeping services to guests**
SITHACS005B	**Prepare rooms for guests**
SITHACS006B	**Clean premises and equipment**
SITHACS007B	**Launder linen and guest clothes**
SITHACS008B	**Provide valet service**
Administration	
SITXADM001A	**Perform office procedures**
SITXADM002A	**Source and present information**
SITXADM003A	**Write business documents**
SITXADM004A	**Plan and manage meetings**
BSBRES401A	**Analyse and present research information**
Asian Cookery	
SITHASC001A	**Use basic Asian methods of cookery**
SITHASC002A	**Produce appetisers and snacks for Asian cuisines**
SITHASC003A	**Prepare stocks and soups for Asian cuisines**
SITHASC004A	**Prepare sauces, dips and accompaniments for Asian cuisines**
SITHASC005A	**Prepare salads for Asian cuisines**
SITHASC006A	**Prepare rice and noodles for Asian cuisines**
SITHASC007A	**Prepare meat, poultry, seafood and vegetables for Asian cuisines**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC008B	**Prepare desserts for Asian cuisines**
SITHASC009A	**Prepare curry paste and powder for Asian cuisines**
SITHASC010A	**Prepare satay for Asian cuisines**
SITHASC011A	**Prepare vegetarian dishes for Asian cuisines**
SITHASC012A	**Select, prepare and serve specialised Asian cuisines**
SITHASC013B	**Plan menus for Asian cuisines**
SITHASC014A	**Design and operate an Asian kitchen**
SITHASC015A	**Prepare and produce Japanese raw fish (sashimi)**
SITHASC016A	**Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes**
SITHASC017A	**Prepare and produce Japanese one pot cookery**
SITHASC018A	**Prepare and produce Japanese rice cookery**
SITHASC019A	**Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats**
SITHASC020A	**Prepare and produce Chinese dim sum**
SITHASC021A	**Prepare and produce Chinese roast meat cuts and poultry**
SITHASC022A	**Prepare and produce tandoori food items**
SITHASC023A	**Prepare and produce Indian breads**
SITHASC024A	**Prepare and produce Indian sweetmeats**
SITHASC025A	**Prepare and produce Indian chutney and pickles**
SITHASC026A	**Prepare and produce Indonesian crackers**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Client and Customer Service	
SITXCCS001B	**Provide visitor information**
SITXCCS004A	**Provide club reception services**
SIRXCCS001A	**Apply point-of-sale handling procedures**
Commercial Cookery and Catering	
SITHCCC001B	**Organise and prepare food**
SITHCCC002A	**Present food**
SITHCCC003B	**Receive and store kitchen supplies**
SITHCCC004B	**Clean and maintain kitchen premises**
SITHCCC005A	**Use basic methods of cookery**
SITHCCC006A	**Prepare appetisers and salads**
SITHCCC007A	**Prepare sandwiches**
SITHCCC008A	**Prepare stocks, sauces and soups**
SITHCCC009A	**Prepare vegetables, fruit, eggs and farinaceous dishes**
SITHCCC010A	**Select, prepare and cook poultry**
SITHCCC011A	**Select, prepare and cook seafood**
SITHCCC012A	**Select, prepare and cook meat**
SITHCCC013A	**Prepare hot and cold desserts**
SITHCCC014A	**Prepare pastries, cakes and yeast goods**
SITHCCC015A	**Plan and prepare food for buffets**
SITHCCC016A	**Develop cost-effective menus**
SITHCCC017A	**Organise bulk cooking operations**
SITHCCC018A	**Prepare pâtés and terrines**
SITHCCC019A	**Plan, prepare and display a buffet**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC020B	**Prepare portion-controlled meat cuts**
SITHCCC021B	**Handle and serve cheese**
SITHCCC022A	**Prepare chocolate and chocolate confectionery**
SITHCCC023B	**Select, prepare and serve specialised food items**
SITHCCC024B	**Select, prepare and serve specialised cuisines**
SITHCCC025A	**Monitor catering revenue and costs**
SITHCCC026A	**Establish and maintain quality control of food**
SITHCCC027A	**Prepare cook and serve food for food service**
SITHCCC028A	**Prepare, cook and serve food for menus**
SITHCCC029A	**Prepare foods according to dietary and cultural needs**
SITHCCC030A	**Package prepared foodstuffs**
SITHCCC031A	**Operate a fast food outlet**
SITHCCC032A	**Apply cook-chill production processes**
SITHCCC033B	**Apply catering control principles**
SITHCCC034A	**Apply cook-freeze production processes**
SITHCCC035A	**Develop menus to meet special dietary and cultural needs**
SITHCCC036B	**Select catering systems**
SITHCCC037C	**Manage facilities associated with commercial catering contracts**
SITHCCC038B	**Plan catering for an event or function**
SITHCCC039B	**Prepare tenders for catering contracts**
SITHCCC040A	**Design menus to meet market needs**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Communication and Teamwork	
SITXCOM004A	**Communicate on the telephone**
SITXCOM005A	**Make presentations**
SITXCOM006A	**Address protocol requirements**
Computer Operations and ICT Management	
BSBITU309A	**Produce desktop published documents**
BSBITU301A	**Create and use databases**
BSBITU302A	**Create electronic presentations**
BSBITA401A	**Design databases**
BSBITU402A	**Develop and use complex spreadsheets**
BSBITU102A	**Develop keyboard skills**
BSBWOR204A	**Use business technology**
BSBITU201A	**Produce simple word processed documents**
BSBITU306A	**Design and produce business documents**
BSBITU203A	**Communicate electronically**
BSBITU203A	**Communicate electronically**
CUFIMA01A	**Produce and manipulate digital images**
ICAS1193B	**Connect a workstation to the internet**
ICAS2017B	**Maintain system integrity**
Environmental Sustainability	
SITXENV001A	**Participate in environmentally sustainable work practices**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV002A	**Implement and monitor environmentally sustainable work practices**
SITXENV003A	**Develop workplace policy and procedures for sustainability**
Events	
SITXEVT001B	**Develop and update event industry knowledge**
SITXEVT005B	**Organise in-house events or functions**
SITXEVT006A	**Research and evaluate event industry trends and practices**
SITXEVT007B	**Determine event feasibility**
SITXEVT008A	**Plan and develop event proposals and bids**
Finance	
SITXFIN001A	**Process financial transactions**
SITXFIN002A	**Maintain financial records**
SITXFIN006A	**Obtain and manage sponsorship**
BSBFIA302A	**Process payroll**
BSBFIA303A	**Process accounts payable and receivable**
BSBFIA304A	**Maintain a general ledger**
BSBFIA401A	**Prepare financial reports**
BSBFIM502A	**Manage payroll**
First Aid	
HLTFA301B	**Apply first aid**
HLTFA302A	**Provide first aid in remote situation**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB325A	**Provide specialised advice on Australian wines**
SITHFAB326A	**Provide specialised advice on imported wines**
SITHFAB227A	**Operate and monitor cellar systems**
Food Safety	
SITXFSA001A	**Implement food safety procedures**
SITXFSA002A	**Develop and implement a food safety program**
SITXFSA003A	**Transport and store food in a safe and hygienic manner**
Franchising	
BSBFRA401B	**Manage compliance with franchisee obligations and legislative requirements**
BSBFRA403B	**Manage relationship with franchisor**
BSBFRA502B	**Manage a franchise operation**
Gaming	
SITHGAM001A	**Attend gaming machines**
SITHGAM002A	**Operate a TAB outlet**
SITHGAM003A	**Conduct a Keno game**
SITHGAM004B	**Analyse and report on gaming machine data**
SITHGAM005A	**Develop and manage gaming activities**
SITHGAM006A	**Provide responsible gambling services**
SITHGAM007A	**Operate table games**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM008A	**Deal a Baccarat game**
SITHGAM009A	**Conduct a Big Wheel game**
SITHGAM010A	**Deal a Blackjack game**
SITHGAM011A	**Deal a Poker game**
SITHGAM012A	**Deal a Pontoon game**
SITHGAM013A	**Conduct a Rapid Roulette game**
SITHGAM014A	**Conduct a Roulette game**
SITHGAM015A	**Conduct a Sic Bo game**
SITHGAM016A	**Spruik at a games location**
Human Resource Management	
SITXHRM004A	**Manage volunteers**
SITXHRM008A	**Manage workplace relations**
SITXHRM009A	**Provide mentoring support to business colleagues**
Inventory	
SITXINV003A	**Manage and purchase stock**
Languages other than English	
SITXLAN3__A	**Conduct workplace oral communication in a language other than English**
SITXLAN4__A	**Conduct complex workplace oral communication in a language other than English**
SITXLAN5__A	**Read and write workplace information in a language other than English**
SITXLAN6__A	**Read and write workplace documents in a**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	language other than English
Merchandising	
SIRXMER001A	**Merchandise products**
Management and Leadership	
SITXMGT003A	**Manage projects**
SITXMGT005A	**Manage business risk**
Marketing and Public Relations	
SITXMPR001A	**Coordinate production of brochures and marketing materials**
SITXMPR002A	**Create a promotional display or stand**
SITXMPR003A	**Plan and implement sales activities**
SITXMPR004A	**Coordinate marketing activities**
SITXMPR006A	**Participate in cooperative online marketing initiatives for the tourism industry**
BSBMKG401B	**Profile the market**
Occupational Health and Safety	
SITXOHS003B	**Identify hazards, and assess and control safety risks**
Patisserie	
SITHPAT001A	**Prepare and produce pastries**
SITHPAT002A	**Prepare and produce cakes**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT003A	**Prepare and produce yeast goods**
SITHPAT004A	**Prepare bakery products for patisseries**
SITHPAT005A	**Prepare and present gateaux, torten and cakes**
SITHPAT006A	**Present desserts**
SITHPAT007A	**Prepare and display petits fours**
SITHPAT008A	**Prepare and model marzipan**
SITHPAT009A	**Prepare desserts to meet special dietary requirements**
SITHPAT010A	**Prepare and display sugar work**
SITHPAT011A	**Plan, prepare and display sweet buffet showpieces**
SITHPAT012A	**Plan patisserie operations**
Quality and Innovation	
SITXQUA001A	**Contribute to workplace improvements**
SITXQUA002A	**Originate and develop a concept**
SIRXQUA001A	**Develop innovative ideas at work**
SIRXQUA002A	**Lead a team to foster innovation**
SIRXQUA003A	**Create an innovative work environment**
SIRXQUA004A	**Set up systems that support innovation**
Risk Management and Security	
CPPSEC2012A	**Monitor and control individual and crowd behaviour**
CPPSEC3017A	**Plan and conduct evacuation of premises**
CPPSEC3018A	**Provide for the safety of persons at risk**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXRSK001A	**Minimise theft**
SITXCCS305A	**Provide lost and found facility**
Sales	
SIRXSLS001A	**Sell products and services**
SIRXSLS002A	**Advise on products and services**
Tourism Sales and Operations	
SITTTSL001A	**Operate an online information system**
SITTTSL002A	**Access and interpret product information**
SITTTSL005A	**Sell tourism products and services**
SITTTSL006B	**Prepare quotations**
SITTTSL007B	**Receive and process reservations**
SITTTSL008B	**Book and coordinate supplier services**
SITTTSL009B	**Process travel-related documentation**
SITTTSL010B	**Control reservations or operations using a computerised system**
SITTTSL011A	**Maintain a product inventory**
Working in Industry - Hospitality	
SITHIND001B	**Develop and update hospitality industry knowledge**

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

Food and beverage manager in a hotel

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC038B Plan catering for an event or function

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITHFAB013A Provide specialist advice on food

SITHFAB015A Prepare and serve cocktails

SITHFAB324A Provide specialised advice on food and beverage matching

SITHFAB325A Provide specialised advice on Australian wines

SITHFAB326A Provide specialised advice on imported wines

SITXCOM006A Address protocol requirements

SITXEVT001B Develop and update event industry knowledge

SITXEVT005B Organise in-house events or functions

SITXINV003A Manage and purchase stock

Executive chef

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

HLTFA301B Apply first aid

SITHCCC015A Plan and prepare food for buffets

SITHCCC016A Develop cost-effective menus

SITHCCC019A Plan, prepare and display a buffet

SITHCCC025A Monitor catering revenue and costs

SITHCCC026A Establish and maintain quality control of food

SITHCCC027A Prepare, cook and serve food for food service

SITHCCC028A Prepare, cook and serve food for menus

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC036B Select catering systems

SITHCCC038B Plan catering for an event or function

SITHCCC040A Design menus to meet market needs

SITHFAB013A Provide specialist advice on food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV002A Implement and monitor environmentally sustainable work practices

SITXFSA002A Develop and implement a food safety program

SITXINV003A Manage and purchase stock

Secretary or manager in a club

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

ICPMM263A Access and use the Internet

CPPSEC3017A Plan and conduct evacuation of premises

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB009A Provide responsible service of alcohol

SITHGAM001A Attend gaming machines

SITHGAM002A Operate a TAB outlet

SITHGAM003A Conduct a Keno game

SITHGAM004B Analyse and report on gaming machine data

SITHGAM005A Develop and manage gaming activities

SITHGAM006A Provide responsible gambling services

SITXCOM005A Make presentations

SITXEVT005B Organise in-house events or functions

SITXHRM008A Manage workplace relations

SITXINV003A Manage and purchase stock

SITXCCS004A Provide club reception services

Owner of cafe or small restaurant (***who is not a cook***)

BSBWOR204A Use business technology

BSBITU201A Produce simple word processed documents

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC038B Plan catering for an event or function

SITHCCC040A Design menus to meet market needs

SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar

SITHFAB004A Provide food and beverage service

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB010C Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012B Prepare and serve espresso coffee

SITHFAB016A Plan and monitor espresso coffee service

SITXEVT005B Organise in-house events or functions

SITXFSA002A Develop and implement a food safety program

SITXINV003A Manage and purchase stock

Motel owner or manager

BSBFIM502A Manage payroll

BSBWOR204A Use business technology

ICPMM263A Access and use the Internet

SITHACS001B Provide accommodation reception services

SITHACS005B Prepare rooms for guests

SITHACS006B Clean premises and equipment

SITTTSL007B Receive and process reservations

SITTTSL010B Control reservations or operations using a computerised system

SITXADM001A Perform office procedures

SITXADM003A Write business documents

SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions

SITXFIN002A Maintain financial records

SITXHRM008A Manage workplace relations

SITXMGT005A Manage business risk

SITXMPR003A Plan and implement sales activities

SITXMPR004A Coordinate marketing activities

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Area manager or operations manager for a large catering company

BSBWOR204A Use business technology

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC033B Apply catering control principles

SITHCCC035A Develop menus to meet special dietary and cultural needs

SITHCCC036B Select catering systems

SITHCCC037C Manage facilities associated with commercial catering contracts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITXADM003A Write business documents

SITXENV002A Implement and monitor environmentally sustainable work practices

SITXEVT005B Organise in-house events or functions

SITXEVT006A Research and evaluate event industry trends and practices

SITXEVT007B Determine event feasibility

SITXEVT008A Plan and develop event proposals and bids

SITXFIN002A Maintain financial records

SITXHRM008A Manage workplace relations

SITXMGT003A Manage projects

SITXMGT005A Manage business risk

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITSS00001 Barista

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	These units provide credit towards a Certificate III in Hospitality
Suggested form of words on Statement of Attainment	These competencies from the Tourism, Hospitality and Events Training Package (SIT07) meet skills required to be a barista in the hospitality industry.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	SIRXCCS001A	Apply point-of-sale handling procedures
	SITHFAB012B	Prepare and serve espresso coffee
	SITHFAB016A	Plan and monitor espresso coffee service
	SITXCCS002A	Provide quality customer service
	SITXOHS002A	Follow workplace hygiene

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Target Group

Target group	This Skill set provides the skills and knowledge required for a Barista making coffee and interacting with customers and colleagues in a cafe, bar, hotel or restaurant setting.

Suggested words for Statement of Attainment

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITSS00002 Beverage specialist

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	These units provide credit towards a number of qualifications in the hospitality and broader wine and liquor industries.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	SITHFAB009A	Provide responsible service of alcohol
	SITHFAB323A	Provide advice on beers, spirits and liqueurs
	SITHFAB324A	Provide specialised advice on food and beverage matching
	SITHFAB325A	Provide specialised advice on Australian wines

Target Group

Target group	This skill set is for Beverage Specialists. Beverage specialists may work in a range of industry contexts, including wineries, hospitality establishments and retail / wholesale organisations. Candidates will already have relevant qualifications and / or work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	experience in the broader range of skills required for their job roles (or be learning those skills in conjunction with undertaking this skill set)

Suggested words for Statement of Attainment

Suggested form of words for Statement of Attainment	These units of competency from the Tourism, Hospitality and Events Training Package meet industry requirements for working as a beverage specialist in Australia.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITSS00003 Essential Business Skills for a Restaurant Manager

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	These units provide credit towards a Diploma of Hospitality.
Suggested form of words on Statement of Attainment	These competencies from the Tourism, Hospitality and Events Training Package (SIT07) meet the requirements for the Restaurant&Catering Australia Certified Professional Restaurateur Program.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	SITHFAB009A	Provide responsible service of alcohol
	SITXCCS003A	Manage quality customer service
	SITXHRM002A	Recruit, select and induct staff
	SITXHRM005A	Lead and manage people
	SITXMGT002A	Develop and implement operational plans
	SITXOHS002A	Follow workplace hygiene
	SITXOHS004B	Implement and monitor workplace health safety and security practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Target Group

Target group	This skills set identifies the essential business skills required by restaurant managers, as recognised by the Restaurant&Catering Australia Certified Professional Restaurateur Program

Suggested words for Statement of Attainment

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITSS00004 Responsible service of alcohol

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	This unit provides credit towards any hospitality qualification.
Suggested form of words on Statement of Attainment	These competencies from the Tourism, Hospitality and Events Training Package (SIT07) meet industry requirements for the responsible service of alcohol.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	SITHFAB009A	Responsible service of alcohol

Target Group

Target group	This skills set identifies the essential skills required by individuals who work within the industry service alcohol. The completion of this skill set is align to state and territory legislation.

Suggested words for Statement of Attainment

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITSS00005 Sommelier

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway	These units provide credit towards a number of qualifications in the hospitality and broader wine and liquor industries.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	SITHFAB009A	Provide responsible service of alcohol
	SITHFAB428A	Manage the sale or service of wine
	SITHFAB323A	Provide advice on beers, spirits and liqueurs
	SITHFAB324A	Provide specialised advice on food and beverage matching
	SITHFAB325A	Provide specialised advice on Australian wines
	SITHFAB326A	Provide specialised advice on imported wines
	SITXFIN004A	Manage finances within a budget

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Target Group

Target group	This skill set is for sommeliers Sommeliers may work in a range of industry contexts, including wineries, hospitality establishments and retail / wholesale organisations. Candidates will already have relevant qualifications and / or work experience in the broader range of skills required for their job roles (or be learning those skills in conjunction with undertaking this skill set)

Suggested words for Statement of Attainment

Suggested form of words for Statement of Attainment	These units of competency from the Tourism, Hospitality and Events Training Package meet industry requirements for working as a sommelier in Australia.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS001B Provide accommodation reception services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges. It does not include receiving and processing reservations, which are addressed in SITTTSL007B Receive and process reservations and SITTTSL010B Control reservations or operations using a computerised system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has application to all types of commercial hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, caravan parks, hostels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation.

Frontline operations and customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing accommodation reception services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational reception service procedures. Common job roles would include front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

farm stays.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite units: SITXADM001A Perform office procedures SITXFIN001A Process financial transactions.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for guest arrival.	1.1 Prepare reception area for service and check all necessary equipment prior to use. 1.2 Check and review daily arrival details prior to ***guest*** arrival. 1.3 Allocate rooms according to guest requirements and enterprise policy. 1.4 Follow up uncertain arrivals or reservations according to enterprise procedures. 1.5 Compile and distribute accurate arrivals lists to relevant people or departments. 1.6 Inform colleagues and other departments about special situations or requests in a timely manner.
2 Welcome and register guests.	2.1 Welcome guests warmly and courteously. 2.2 Confirm ***details of reservation*** with guests. 2.3 Follow enterprise procedures for guests registering with or without reservations, and complete registration within acceptable timeframes and according to enterprise security requirements. 2.4 Follow correct ***accounting procedures*** according to enterprise practices. 2.5 Explain relevant details clearly to guests, such as room key or electronic card, guest mail, messages and safety deposit facility arrangements. 2.6 Follow correct enterprise procedures where rooms are not immediately available or overbooking has occurred in order to minimise guest inconvenience. 2.7 Monitor arrivals and check actual arrivals against expected arrivals, reporting deviations according to enterprise procedures.
3 Organise guest departure.	3.1 Review departure lists, checking for accuracy. 3.2 Seek information on departing guests from other departments in a timely manner to facilitate preparation of account.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Generate guest accounts and check for accuracy.
	3.4 Explain account clearly and courteously to guests, process accounts, and receive and process payments.
	3.5 Recover keys or electronic cards from guests and process correctly.
	3.6 Action guest requests for ***assistance with departure*** courteously, or refer requests to the appropriate department for follow up.
	3.7 Process express checkouts according to enterprise procedures where appropriate.
	3.8 Follow correct procedures for group checkout and process accounts according to enterprise procedures.
4 Prepare front office records and reports.	4.1 Prepare and update ***front office records*** within designated timelines.
	4.2 Follow correct enterprise policy in regard to room changes, no shows, extensions and early departures.
	4.3 Distribute reports and records to the appropriate departments within designated timelines.
5 Minimise waste of printed materials.	5.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- verbal and written use of reservations jargon and system and product codes
- high-level interpersonal communication skills to provide quality customer service to a diverse customer base
- literacy skills to read and interpret reservation information, such as customer files,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

customer requests and accommodation type and costing information
- writing skills to create customer files and to document succinctly complex customer requests and any conditions specifically applicable to the guest stay
- numeracy skills to prepare, present and explain guest accounts and occupancy reports and statistics.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge of the accommodation venue
- reservations and bookings terminology
- check-in and check-out procedures for groups and individuals
- documentation received and issued in an accommodation reception desk context
- types of reports handled or generated by the front desk, including arrival and departure lists, occupancy rates, guest feedback summaries and accounting reports
- front desk security systems, including issuing of keys or electronic cards and safety deposit arrangements
- range of needs and expectations of different types of guests
- relationships between the front desk and other areas of operation, including housekeeping, food and beverage service and maintenance
- relationships between accommodation establishments and other sectors of the tourism industry in relation to their impact on front office operations, including:
- different sources of reservations (e.g. direct, travel agents, booking centres, inbound tour operators and online)
- local tourism operators promoted by reception.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to check daily arrivals accurately, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges within typical workplace time constraints

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to complete guest registration and departure and reporting documentation accurately and on multiple occasions
- ability to provide accommodation reception services for different customer types with various reservation requirements, in a range of accommodation types.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic accommodation front office environment, as defined in the Assessment Guidelines, using appropriate telephones, computers and printers
- access to a computerised or manual front office reception system currently used by hospitality industry operators to control guest registration and accounting function
- use of industry-current front office reservations, accounting and reporting documentation
- interaction with others to demonstrate the interpersonal communication aspects of this unit.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide front office reception services. The following examples are appropriate for this unit:

- direct observation of the candidate providing arrival and departure services, including financial transactions
- role-play to assess ability to deal with differing customer queries, requests or complaints
- case studies to complete arrival or departure processes and documentation for different customer scenarios
- written and oral questioning or interview to test knowledge of the accommodation product and the relationships between different sectors of the tourism industry
- review of front office records, reports and computer data completed by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: • SITTTSL007B Receive and process reservations • SITTTSL010B Control reservations or operations using a computerised system • SITXCCS001B Provide visitor information • SITXFIN002A Maintain financial records.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Guests may be:	• individuals • groups • international tourists • domestic tourists • business travellers • attendees at events, conferences, meetings and functions.
Reservation details may include:	• name • contact details

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• arrival and departure times • length of stay • type of accommodation required and bed configuration • payment details • special requests • rates and discounts.
Accounting procedures may relate to:	• credit card payments • prepayments • deposits • vouchers and discount rates • group rates • refunds • checking final guest accounts • payments for additional services such as telephone calls, meals and mini-bar • issuing receipts.
Assistance with departure may include:	• organising transport • making forward bookings • luggage assistance.
Front office records may include:	• paper-based or electronically transmitted materials • occupancy reports • arrival and departure lists • lost and found information.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Front Office

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Front Office

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS002B Conduct night audit

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to a commercial accommodation establishment's trading and revenue.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has application to all types of commercial hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, caravan parks and hostels of any style, grade or size and to enterprises operating seasonal temporary accommodation.

This function may be undertaken by front office reception personnel or night auditors during periods of minimal customer activity at the front desk. They would operate with some level of autonomy or under limited supervision and guidance from others. However, in many establishments the night audit function is completed on an ongoing basis throughout the day by computerised systems.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXFIN002A Maintain financial records.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor financial transactions.	1.1 Check that ***transactions*** have been carried out according to enterprise procedures.
	1.2 Check that balances prepared by others are accurate and have been prepared according to enterprise procedures.
	1.3 Identify financial and system ***discrepancies*** and resolve according to level of responsibility.
	1.4 Implement ***financial systems*** and financial control

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	systems according to enterprise procedures. 1.5 Monitor systems and provide feedback to appropriate management.
2 Complete routine records and reports.	2.1 Complete routine records and ***reports*** accurately within designated timelines. 2.2 Forward reports promptly to the appropriate person or department.
3 Minimise waste of printed materials.	3.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- identifying and rectifying typical variances and discrepancies that occur within an accommodation establishment
- literacy skills to read and interpret complex documents such as individual and group guest reservation information, services provided to guests and accounting folios
- high-level numeracy skills to interpret, calculate and perform financial reconciliation of complex guest and front office accounting information.

The following knowledge must be assessed as part of this unit:

- typical financial control processes and procedures that apply to front office operations
- financial reporting cycles and procedures for a front office
- importance of financial checking and reporting processes in the overall financial management of an accommodation establishment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to check and balance a range of transactions, including identifying and rectifying discrepancies within typical workplace time constraints
- knowledge of how the night audit process impacts on overall financial management of the accommodation establishment
- ability to conduct a night audit accurately on multiple occasions covering transactions from several different operating periods.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic accommodation front office environment, as defined in the Assessment Guidelines, using appropriate computers and printers
- access to a computerised front office reception or accounting system currently used by hospitality industry operators to control guest registration and accounting functions
- use of industry-current front office reservations, and accounting transaction and reporting documentation.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to conduct a night audit. The following examples are appropriate for this unit:

- copies of accounting transaction records checked by the candidate
- review of accounting reconciliations, reports and documentation produced by the candidate
- case studies or problem-solving exercise to assess the ability to resolve different accounting discrepancies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- oral or written questions to assess knowledge of night audit processes and procedures and how the night audit process impacts on overall financial management of the accommodation establishment
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS001B Provide accommodation reception services
- SITXADM001A Perform office procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Transactions may relate to:

- arrivals and departures
- food and beverage
- mini-bar
- laundry and other services
- interdepartmental vouchers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- foreign currency activities
- all types of payment.

Discrepancies may relate to:

- incorrect posting
- errors in guest folios
- computer problems
- errors in source documentation.

Financial systems may include systems for:

- petty cash
- floats
- debtor control
- banking procedures.

Reports may include:

- paper-based or electronically transmitted materials
- occupancy
- sales performance
- department break ups
- commission earnings
- supplier activity
- sales returns
- commercial account activity
- foreign currency activities.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS003A Provide porter services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide porter services within a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has application to all types of hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation.

Porter and ancillary services are associated with bell desk or concierge in a large commercial accommodation venue. Within small accommodation establishments, reception or other staff would carry out these services.

Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing porter services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational service procedures. Common job roles would include porter, bell desk attendant, concierge, front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Handle guest arrivals and departures.	1.1 Review, note and plan for expected daily arrivals, special requests or major guest movements.
	1.2 Welcome guests promptly on arrival and direct to the appropriate area for registration.
	1.3 Assist guests with luggage according to enterprise procedures and safety requirements and using the appropriate moving equipment where required.
	1.4 Escort guests to rooms, and courteously show and explain ***enterprise and room features*** to ensure maximum take-up of services and profitability of guest's stay.
2 Handle guest luggage.	2.1 Collect, safely transport and deliver guest luggage to the correct location within appropriate timeframes and using the appropriate moving equipment where required.
	2.2 Operate luggage storage system according to ***enterprise procedures and security requirements***.
	2.3 Mark and store luggage accurately to allow for easy retrieval.
	2.4 Place luggage within the storage system.
	2.5 Track any lost luggage within the venue and take all steps to locate and deliver to the guest or correct location.
3 Respond to request for ancillary services.	3.1 Provide ***ancillary services*** promptly and according to enterprise, security and safety requirements.
	3.2 Liaise with colleagues in other departments where appropriate to ensure effective response to service requests.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- safe manual handling techniques for lifting, storing and retrieving luggage
- literacy skills to read documents such as luggage identification labels, storage and security procedures, reservation data and rooming lists
- writing skills to complete documents such as delivery checklists, storage tags, storage forms and guest receipts
- communication skills to communicate with guests from socially and culturally diverse environments
- numeracy skills to count group or multiple luggage items and reconcile against any operational documentation such as reservation data and checklists.

The following knowledge must be assessed as part of this unit:

- range of typical ancillary services offered by the accommodation venue
- OHS procedures for the movement of heavy luggage
- typical procedures and systems for the movement of luggage within commercial accommodation establishments
- features of typical luggage storage systems within commercial accommodation establishments
- relationships between the various departments within larger commercial accommodation establishments
- key products and services offered within accommodation facilities and within the particular facility.
- luggage security procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • knowledge of the range of ancillary services offered by the accommodation venue • ability to provide courteous and friendly service to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

guests
- ability to provide porterage services to meet multiple and different customer requests and to handle efficiently multiple and simultaneous requests for the movement of luggage
- ability to handle luggage safely and use luggage storage systems on multiple occasions
- delivery, collection, storage and retrieval of luggage within typical workplace time constraints that meet the deadlines determined by the customer and enterprise.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic accommodation environment using current equipment and technology for moving luggage
- use of industry-current documentation for managing the movement and storage of luggage within an accommodation venue
- interaction with others to demonstrate the interpersonal communication requirements of the unit.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide porter services. The following examples are appropriate for this unit:

- direct observation of the candidate carrying and loading multiple pieces of luggage safely or answering customer requests
- role-play to assess ability to deal with differing customer queries, requests or complaints
- case studies to complete arrival or departure luggage processes and documentation for different customer scenarios
- oral or written questions to assess knowledge of typical porterage procedures and systems
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

for example:

- SITXCCS001B Provide visitor information
- SITXCOM001A Work with colleagues and customers
- SITXCOM004A Communicate on the telephone.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Enterprise and room features within the establishment may include:

- dining options
- sporting facilities
- floor facilities
- operating procedures for room equipment, such as telephone or television
- general services, such as laundry and valet
- meal arrangements.

Enterprise procedures and security requirements for luggage may involve:

- luggage marking systems
- amount of luggage to be placed on trolleys or taken into lifts
- procedures or designated routes for moving luggage through public areas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- restrictions on areas into which luggage can be taken
- order in which luggage is to be moved
- procedures for dealing with heavy items
- lifting and bending procedures
- procedures for taking luggage from rooms
- placement of luggage within rooms
- group luggage procedures.

Ancillary services may include:

- mail
- wake-up calls
- messages
- organising transport
- luggage pick up
- paging guests
- preparing guest information directories.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS004B Provide housekeeping services to guests

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.

Those undertaking this role would usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Handle housekeeping requests.	1.1 Handle ***guest requests*** in a polite and friendly manner according to enterprise customer service standards and security procedures .
	1.2 Acknowledge guests by use of name wherever possible.
	1.3 Confirm and note details of requests made.
	1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing.
	1.5 Agree with guests on timelines for meeting ***requests***.
	1.6 Locate and deliver requested items promptly within agreed timeframes.
	1.7 Collect items for pick-up within agreed timeframes.
	1.8 Set up ***equipment*** for guests when appropriate.
	1.9 Proactively offer information and advice about special services and benefits to guests or clients to ensure

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	maximum take-up of services and profitability of guest's stay.
2 Advise guests on room and housekeeping equipment.	2.1 Advise guests courteously on correct usage of equipment.
	2.2 Report equipment malfunctions promptly according to enterprise procedures, and where possible, make alternative arrangements to meet guest needs.
	2.3 Where appropriate, agree on suitable time to collect equipment.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal skills to interact effectively with guests
- problem-solving skills to overcome barriers that affect communication with guests, such as language and disability
- literacy skills to read and respond to written requests from guests.

The following knowledge must be assessed as part of this unit:

- typical housekeeping services and procedures
- security and safety procedures as they apply to housekeeping services and guests
- key products and services offered within accommodation facilities and within the particular facility.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to offer courteous and friendly service to guests
- knowledge of a range of housekeeping services and equipment.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational accommodation environment, as defined in the Assessment Guidelines, including guest rooms and the range of typical housekeeping equipment
- interaction with others to demonstrate ability to respond to multiple and varying requests.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate handling customer requests related to housekeeping
- role-plays to demonstrate appropriate interpersonal skills in response to requests
- oral or written questions to assess knowledge of services offered by the establishment or types of services generally offered and general requirements for the set-up of guest rooms
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM001A Work with colleagues and customers
- SITXCCS001B Provide visitor information
- SITHACS005B Prepare rooms for guests.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Guest requests could be for a range of items and services, including:	• roll away beds • additional pillows and blankets • irons • hair dryers • additional room supplies • rectification cleaning • repairs and maintenance • lost property enquiries.
Requests for information relate to:	• range of services and products offered by the establishment • availability, hours and location of meals, services and equipment • how various types of equipment work • local services, attractions, transport, shops, entertainment, etc.
Equipment must include:	• electric kettles and jugs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- telephones
- computers
- televisions and videos
- hair dryers
- alarm clocks.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS005B Prepare rooms for guests

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment.It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXOHS002A Follow workplace hygiene procedures

SITHACS006B Clean premises and equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Set up equipment and trolleys.	1.1 Select and prepare ***equipment*** required for servicing ***rooms***.
	1.2 Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.
	1.3 Load trolleys safely with adequate supplies according to enterprise procedures.
2 Access rooms for servicing.	2.1 Identify rooms requiring service from information supplied to housekeeping staff.
	2.2 Access rooms according to enterprise customer service and security procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Make up beds.	3.1 Strip beds and mattresses and check pillows and linen for stains and damage.
	3.2 Remove stains according to enterprise procedures.
	3.3 Replace bed linen according to enterprise standards and procedures.
4 Clean and clear rooms.	4.1 Clean rooms in the correct order and with minimum disruption to guests.
	4.2 Clean and check all ***furniture***, ***fixtures and fittings*** according to enterprise procedures and safety and hygiene guidelines.
	4.3 Reset all items according to enterprise standards.
	4.4 Check, replenish or replace ***room supplies*** according to enterprise standards.
	4.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures.
	4.6 Check rooms for any defects and report them according to enterprise procedures.
	4.7 Record damaged items according to enterprise procedures.
	4.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures.
	4.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures.
5 Clean and store trolleys and equipment.	5.1 Clean trolleys and equipment after use according to safety and enterprise procedures.
	5.2 Store all items according to enterprise procedures.
	5.3 Check supplies and items and replenish or reorder them according to enterprise procedures.
6 Reduce negative environmental impacts.	6.1 Use energy, water and other resources efficiently when cleaning, preparing and maintaining guest rooms to reduce negative environmental impacts.
	6.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for guest rooms and housekeeping equipment
- problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains
- literacy skills to read schedules and timetables for room servicing, product labels and product safety instructions
- numeracy skills to calculate the dilution requirements of cleaning products.

The following knowledge must be assessed as part of this unit:

- cleaning procedures for various surfaces and equipment, including wet and dry
- correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials
- enterprise procedures and standards in relation to presentation of guest rooms
- safe work practices relating to use of cleaning equipment, bending and manual handling
- security and safety issues for guest rooms
- applications of different types of cleaning products
- the essential features of and safe practices for using common hazardous substances used by the hospitality industry and in particular substances used by the organisation e.g. cleaning products
- the environmental impacts of cleaning guest rooms and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to organise efficient, resource effective and safe cleaning and servicing of guest rooms
- ability to undertake duties according to organisational health, safety and security practices
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- ability to complete servicing within the timeframe required by a commercial accommodation establishment.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational accommodation environment, as defined in the Assessment Guidelines, including fully equipped guest rooms requiring cleaning, housekeeping storage areas and all housekeeping equipment required for room cleaning
- demonstration of skills in cleaning and preparing multiple rooms within industry-realistic timeframes.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and servicing a guest room
- inspection of rooms cleaned by the candidate
- written and oral questions to test knowledge about housekeeping and room preparation procedures, hazardous substances and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment must include:	• cleaning agents and chemicals • vacuum cleaners • mops • brushes • buckets • cleaning and polishing cloths • gloves • protective clothing.
Rooms may include:	• bathroom • bedroom • lounge • kitchen • balcony

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- lobby or vestibule.

Furniture, fixtures and fittings may include:

- floor surfaces
- mirrors and glassware
- wardrobes
- soft furnishings
- desks
- light fittings
- telephones
- televisions
- refrigerators
- shelving.

Room supplies may include:

- stationery
- linen
- bathroom supplies
- enterprise promotional material
- local tourist information
- magazines and newspapers
- mini-bar supplies
- glassware
- crockery
- cutlery
- tea, coffee, sugar and milk
- biscuits
- discretionary supplies and gifts such as fruit, beverages and chocolates.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS006B Clean premises and equipment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in a tourism or hospitality enterprise or any other service industry context. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts. It does not include contract cleaning which is covered by the Asset Maintenance Training Package.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit requires the application of techniques to clean both wet and dry areas as well as knowledge of cleaning equipment and materials, including key safety and environmental issues. A person undertaking this role works under guidance and supervision.

In a tourism and hospitality context this unit would usually be undertaken in conjunction with specialist operational units such as SITHACS005B Prepare rooms for guests and SITHCCC004B Clean and maintain kitchen premises.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and set up equipment and materials.	1.1 Select ***equipment*** according to type of cleaning to be undertaken. 1.2 Check that all equipment is clean and in safe working condition prior to use. 1.3 Select and prepare suitable wet and dry ***cleaning agents***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and chemicals according to relevant manufacturer and ***OHS and environmental requirements***.
	1.4 Select and use ***protective clothing*** where necessary.
2 Clean wet and dry areas and associated equipment.	2.1 Take account of potential customer inconvenience in scheduling and performing cleaning tasks.
	2.2 Prepare ***wet and dry areas*** to be cleaned and identify any ***hazards***.
	2.3 Barricade the work area, or place warning signs as appropriate to reduce risk to colleagues and customers.
	2.4 Select and apply correct cleaning agents or chemicals for specific areas, according to ***manufacturer recommendations***, safety procedures and enterprise policies and procedures.
	2.5 Select and apply correct agents and chemicals for particular equipment or surfaces.
	2.6 Use equipment correctly and safely.
3 Maintain and store cleaning equipment and chemicals.	3.1 Clean equipment after use according to enterprise requirements and manufacturer instructions.
	3.2 Carry out or arrange ***routine maintenance*** according to enterprise procedures.
	3.3 Identify ***equipment faults*** and report them according to enterprise procedures.
	3.4 Store equipment in the designated area and in a condition ready for re-use.
	3.5 Store chemicals according to health and safety requirements.
4 Reduce negative environmental impacts.	4.1 Use energy, water and other resources efficiently when cleaning premises to reduce negative environmental impacts.
	4.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for premises and equipment
- organisational skills to prepare equipment and materials for a given cleaning context
- literacy skills to interpret product labels and safety instructions
- numeracy skills to calculate the dilution requirements of chemical and cleaning products.

The following knowledge must be assessed as part of this unit:

- cleaning procedures for various surfaces and equipment, including wet and dry
- correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials
- enterprise procedures and standards in relation to presentation of premises
- safe work practices relating to use of cleaning equipment, bending and manual handling
- applications of different types of cleaning products
- the essential features of and safe practices for using common hazardous substances used by the tourism and hospitality industry and in particular substances used by the organisation e.g. cleaning products and chemicals
- the environmental impacts of cleaning premises and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency in this unit

- ability to select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable enterprise cleaning routines and timeframes
- ability to organise resource effective cleaning of both wet and dry areas
- ability to undertake duties according to organisational health, safety and security practices
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- ability to complete cleaning tasks within the timeframe required by a within commercially realistic timeframes.

Context of and specific resources for assessment

Assessment must ensure access to:

- areas to be cleaned, including a range of different surfaces such as carpet, marble, ceramic, wood, clay, rubber, vinyl, leather, woodwork, painted surfaces, crystal, mirrors and glass, terrazzo, slate and granite
- cleaning equipment and cleaning agents that reflect current industry practice, including:
  - cleaner's trolley
  - chemical dispenser
  - sink and sluice sink
  - storage areas
  - appropriate chemicals, detergents, deodorisers, polishes and sanitisers
  - cleaning products, including glass and 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
  - range of brooms, brushes, rags and dusters for different surfaces
  - window squeegee mop and extension poles
  - 'wet floor' or 'cleaning in progress' signs
  - syringe bin and tongs
  - access to sanitary disposal systems
  - polishing machine

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- automatic scrubber.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of cleaning and maintenance activities
- oral or written questioning to assess knowledge of cleaning and maintenance procedures, materials equipment and hazardous substances and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment must include:

- electrically operated equipment such as scrubbers,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	polishers and vacuum cleaners • brushes and brooms • mops and buckets • dusters and pans • garbage receptacles.
Cleaning agents and chemicals may include:	• general and spot cleaning agents • cleaning agents for specialised surfaces, including window and glass cleaners • disinfectants • pesticides • deodorisers • furniture and floor polishes.
OHS and environmental requirements may include:	• enterprise policies and procedures related to cleaning operations and disposal of used chemicals • general workplace safety procedures • correct use of manual handling techniques • use of hazardous substances and storage requirements • enterprise security procedures.
Protective clothing may include:	• overalls • jackets • aprons • goggles and masks • gloves • waterproof clothing and footwear • headwear • breathing apparatus.
Wet and dry areas may include:	• bathrooms • bedrooms • kitchens • balconies • private lounge areas • internal and external public areas • function rooms • storage areas.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Hazards may include:	• spillages • breakages, including broken glass • wet or slippery surfaces • broken or damaged furniture • fumes • blood • needles and syringes • used condoms • sharp objects, including knives and skewers • human waste • surgical dressings • fat and oil • heated utensils and surfaces • sharp food scraps, including bones and crustacean shells.
Manufacturer recommendations may include:	• cleaning and maintenance guidelines • dosage and dilution of chemicals • safety requirements.
Routine maintenance is undertaken according to planned, preventative maintenance programs and may include:	• wiping down and cleaning • washing and rinsing • sanitising • drying out • dismantling and reassembling • emptying.
Equipment faults may include:	• breakdowns • damage to parts, surfaces, electrical cords and connections.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS007B Launder linen and guest clothes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process using a variety of linen and clothing items and fabrics using resources efficiently to reduce negative environmental impacts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to laundry attendants in all tourism and hospitality establishments with an on-premises laundry. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services to employers or customers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Process laundry items.	1.1 Sort items according to cleaning process required and urgency of the item.
	1.2 Select laundry methods according to textile labelling codes and based on fibre and fabric, dye fastness and amount of soilage.
	1.3 Check items for laundering for stains and treat stains using the correct process.
	1.4 Use cleaning agents and chemicals according to manufacturer instructions and specific laundry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	equipment.
	1.5 Operate ***laundry equipment*** according to manufacturer instructions.
	1.6 Complete mending and minor repairs as required.
	1.7 Check items following completion of laundering process to ensure quality cleaning.
	1.8 Record any damage arising from the laundering process and notify appropriate persons according to enterprise procedures.
	1.9 Complete ironing or pressing and finishing processes.
2 Package and store laundry items.	2.1 ***Package and present*** guest laundry according to enterprise standards and procedures.
	2.2 Complete records and billing information according to enterprise procedures.
	2.3 Return finished items to guest according to required timeframes.
	2.4 ***Store*** processed guest laundry where required according to guest requests or where return to guests is not possible.
3 Reduce negative environmental impacts.	3.1 Use energy, water and other resources efficiently when laundering items to reduce negative environmental impacts.
	3.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- use of specific laundry chemicals

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to treat stains and carry out minor repairs
- literacy skills to read information about the use of laundry chemicals and optimum laundry techniques for different fabric types
- writing skills to complete documentation for billing and guest information purposes
- numeracy skills to calculate dilution strengths of laundry chemicals and charges for specific customers for laundry services provided.

The following knowledge must be assessed as part of this unit:

- hygiene, health and safety issues of specific relevance to laundry operations, including:
  - manual handling
  - handling laundry chemicals
  - basic principles of infection control
  - maintenance of clean and dirty laundry area separation
- types of fabric and laundering, and drying requirements for each
- meaning of laundering and dry cleaning labels on clothing
- key laundry terms
- common guest laundry issues
- enterprise linen control procedures, including:
  - clean for dirty
  - set amount
  - topping up
  - uniform issue
  - condemned linen
  - procedures if problems are identified.
- the environmental impacts of laundering and drying items and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to correctly assess the processes required for different types of laundry
- ability to operate laundry equipment safely, using a full range of cycles available and complete the laundering process using a variety of linen and clothing items and fabrics
- ability to organise resource effective cleaning of laundry items
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- completion of tasks within enterprise-acceptable timeframes and with quality laundry outcomes.

Context of and specific resources for assessment

Assessment must ensure demonstration of skills within a commercial laundry using industry-current equipment, including:

- washers
- sorting blankets
- dryers
- shelves
- irons
- steam presses
- coathangers
- polytube bags
- shirt cards
- polymarkers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out specific laundry tasks within a complete cycle
- inspection of items laundered by the candidate
- oral or written questions about commercial laundry equipment and operation, including selection of appropriate laundry cycles and programs, hazardous

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

substances and their use, stain identification and treatment and OHS issues and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXINV001A Receive and store stock.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Laundry equipment may include:

- washers
- dryers
- irons
- steam presses
- sorting baskets and shelves
- heat sealing equipment and roll plastic
- hangers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Packaging and presenting guest laundry may include:	• folding • wrapping • heat sealing • labelling • providing quality reports.
Storage of laundry is required where:	• guests have requested storage • guests have departed temporarily • laundry has been left behind or forgotten.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHACS008B Provide valet service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide specialist valet or butler services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where specialist valet or butler services are conducted.

This role would generally be undertaken by experienced staff members or other people with sound organisational and interpersonal skills.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Display professional valet standards.	1.1 Build rapport with guests or clients through principles of good communication. 1.2 Access and use knowledge of individual guests or clients to provide a personalised, quality service. 1.3 Follow grooming and communication standards, according to ***establishment*** standards.
2 Care for guest or client property.	2.1 Unpack, store and pack luggage neatly according to instructions. 2.2 Prepare and present clothes appropriately, ready for use. 2.3 Clean shoes correctly. 2.4 Make repairs or organise repairs according to establishment procedures. 2.5 Maintain confidentiality regarding guest or client property

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and activities.
3 Arrange services for guests or clients.	3.1 Proactively offer information and advice about special services and benefits to guests or clients to ensure maximum take-up of services and profitability of guest's stay.
	3.2 Offer assistance in organising ***services*** to guests or clients.
	3.3 Organise services to take account of the individual needs and requests of guests or clients.
	3.4 Confirm details of all services with guests or clients.
	3.5 Monitor services where appropriate to ensure guest or client needs are being met.
	3.6 Make adjustments to service as required.
	3.7 Maintain accurate ***records*** of services provided to guests or clients according to establishment procedures.
4 Minimise waste of printed materials.	4.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- oral and written communication skills to build rapport
- problem-solving skills to arrange for repairs to clothing and equipment
- literacy skills to research local and other facilities and services available
- writing skills to provide written instructions to guests or clients about location of services and facilities
- numeracy skills to calculate charges and prepare costings for guests or clients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- valet or butler service and its current role in the Australian hospitality industry
- protocols for ensuring optimum privacy and confidentiality for all guests
- special protocols for dealing with VIP guests
- key products and services offered within accommodation facilities and within the particular facility.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to care for guest or client property
- ability to organise a range of special services for guests or clients
- exemplary personal presentation and communication standards
- ability to explain the current role of valet or butler service within the Australian hospitality industry
- activities that allow the candidate to provide a range of valet or butler services in response to differing customer needs.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with others to demonstrate appropriate interpersonal skills and ability to organise services
- access to appropriate equipment for care of personal clothing and possessions.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate completing valet or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

butler-related tasks
- inspection of items prepared or organised by the candidate, such as clothing, or unpacked or packed luggage
- review of documentation prepared by the candidate in relation to the organisation of particular services
- role-plays to demonstrate appropriate interpersonal skills
- oral and written questions to assess knowledge of typical valet or butler services, procedures for organising different types of services and protocol requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXCCS001B Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Establishments where valet or butler services are offered may include:	• hotels • resorts • government department accommodation • defence force accommodation • private homes.
Services may include:	• organisation of special functions • organisation of excursions • restaurant and theatre bookings • organisation of room service • providing advice about options and locations for personal services, such as hairdressing, medical, legal and shopping • making or confirming travel arrangements.
Records of services provided include:	• paper-based or electronically filed materials • contact lists and details • customer preference profiles.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Accommodation Services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC001A Use basic Asian methods of cookery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply basic principles and methods used in Asian cookery, including national Asian cuisines as well as regional specialisations.

This unit underpins the achievement of competence in all other units related to Asian cookery.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian food is prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The unit applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and use cooking equipment and technology.	1.1 Select appropriate equipment and technology for particular cuisine styles and required ***cooking methods***.
	1.2 Set up, use and maintain ***equipment*** hygienically, safely and according to manufacturer instructions, enterprise

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	specifications and traditional requirements.
2 Assemble and prepare ingredients for Asian menu items.	2.1 Identify ingredients according to recipes or enterprise requirements. 2.2 Calculate correct quantities and ratios of commodities for specific menu items. 2.3 Prepare, cut and portion ingredients for specified dishes to enterprise portion specifications. 2.4 Assemble the ingredients according to the correct quantity, type and quality required. 2.5 Prepare ingredients in the required form and timeframe, using appropriate preparation methods and cutting techniques.
3 Apply methods of cookery, and prepare and cook a range of given menu items.	3.1 Prepare ***dishes*** using specified commodities and ingredients, employing a range of cookery methods according to recipe specifications for a given menu. 3.2 Complete cooking process in a logical and sequential manner. 3.3 Identify problems with the cooking process promptly and take corrective action. 3.4 Present menu items according to cuisine style and enterprise practices. 3.5 Work with members of the kitchen team to ensure timely preparation of dishes.
4 Carry out safe work practices.	4.1 Comply with ***legislative and regulatory requirements***. 4.2 ***Maintain*** a clean and tidy workplace according to health and safety requirements and enterprise procedures. 4.3 Follow workplace food hygiene and safety procedures during preparation, cooking and serving of food and menu items.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation techniques for particular cuisines
- use of equipment, both traditional and contemporary, including its care and maintenance
- safe work practices, particularly in relation to bending, lifting and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- waste minimisation techniques and environmental considerations in relation to different methods of Asian cookery
- problem-solving skills to deal with shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders.

The following knowledge must be assessed as part of this unit:

- underlying principles of Asian cookery for particular cuisine styles
- culinary terms related to particular Asian cuisines
- knowledge and use of typical commodities, herbs and spices, condiments, thickening and flavouring agents relevant to the particular Asian cuisine and appropriate cookery methods
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to prepare dishes within realistic time

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency

constraints using a range of cookery methods appropriate to the style of cuisine

- ability to apply knowledge of major commodities, culinary terminology and equipment to the various methods of cookery and cuisine styles being used
- range of cookery methods applied to commodities relevant to the particular Asian cuisine, on more than one occasion
- application of food hygiene and OHS principles and procedures during the cooking and presentation process.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a fully equipped operational commercial kitchen suitable for Asian cookery, including industry-current equipment, as defined in the Assessment Guidelines
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of food preparation and use of various cookery methods
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of commodities, cookery methods for particular food items, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

A range of ***cooking methods*** must be demonstrated for the particular style of national and regional cuisine, including:

- deep-frying
- stir-frying
- barbecuing
- grilling
- shallow frying
- roasting
- braising
- stewing
- steaming
- baking
- boiling
- oil and water blanching.

Equipment may include traditional and modern equipment such as:

- barbecues
- roasting drums
- charcoal grills
- mincers
- tandoori ovens
- contemporary ovens
- woks
- steamers
- cutting, chopping and slicing implements such as cleavers and knives
- strainers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- scoops and skimmers
- ladles
- whisks
- food processors
- microwaves
- skewers
- sharpening steels and stones.

Dishes to be prepared must use a range of commodities, including:

- fresh and dried vegetables, fruits and salad vegetables
- culturally appropriate meats, such as chicken, beef, lamb, goat and pork
- seafood, such as prawns and other crustaceans, squid, shellfish and fish
- herbs, spices and condiments
- eggs
- rice and farinaceous products
- items specific to particular dishes and cuisines.

Legislative and regulatory requirements may include:

- hygiene in food handling and storage
- OHS
- council regulations
- pest and vermin control.

Maintenance of equipment may include:

- seasoning woks and other utensils
- sharpening knives and cleavers
- care of pestles and mortars
- care of specialised equipment, such as steamers.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC002A Produce appetisers and snacks for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present appetisers and snacks for Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

Cuisines may be traditional, national or regional variations, and food items may be produced according to particular recipes or enterprise specifications.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements.

Those undertaking this role would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare Asian appetisers and snacks.	1.1 Produce ***appetisers and snacks*** using the correct ingredients, to an acceptable enterprise standard, ensuring symmetry and neatness of presentation, appropriate ingredient combinations, precise and uniform ***ingredients*** and appropriate serviceware and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	garnishes.
	1.2 Select appropriate dips and sauces to accompany appetisers and snacks.
	1.3 Select and use the correct ***equipment*** to prepare appetisers and snacks.
	1.4 Use quality trimmings or other leftovers where and when appropriate.
	1.5 Prepare appetisers and snacks in a logical and sequential manner within the required timeframe.
2 Present Asian appetisers and snacks.	2.1 Select size, colour and shape of crockery or serviceware to match that of appetisers, snacks and sauces and according to enterprise specifications.
	2.2 Present appetisers and snacks attractively, according to requirements of particular cuisines and enterprise specifications and standards.
	2.3 Present sauces and dips according to portion size, requirements of particular cuisines and enterprise specifications.
	2.4 Select garnishes and accompaniments according to the style of the region and enterprise requirements.
3 Store Asian appetisers and snacks.	3.1 Store appetisers and snacks in appropriate conditions and containers and at the correct temperature to maintain freshness, taste and eating qualities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- snack and appetiser preparation for particular cuisines
- precision cutting and preparation techniques for the particular style of cuisine and dish
- selecting, using and maintaining specialised equipment and tableware for preparing,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

cooking and serving food items

- identification, selection and use of typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- evaluating quality of dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, correct acid balance, correct colour and plate presentation
- safe work practices, particularly in relation to bending, lifting and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- logical and time-efficient work flow, including maintaining a tidy workstation
- waste minimisation techniques and environmental considerations in relation to Asian appetisers and snacks
- problem-solving skills to deal with shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders.

The following knowledge must be assessed as part of this unit:

- culinary terms related to particular Asian cuisines, including regional variations
- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- effects of cooking techniques on nutrition, taste, texture and appearance, and chemical reactions possible with certain food items, e.g. curries, chutneys and pickles
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare a variety of snacks and appetisers within realistic time constraints using cookery methods appropriate to the style of cuisine
- knowledge of cuisine style, including cultural considerations, typical commodities, culinary terminology and equipment
- preparation of a variety of appetisers and snacks relevant to a particular cuisine, using authentic and appropriate ingredients
- application of food hygiene and OHS principles and procedures.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting appetisers and snacks for Asian cuisine
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, typical commodities, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appetisers and snacks may include:	• Chinese: fresh spring rolls, stuffed pastries, seafood in beancurd skins, century eggs, sesame squid, carrot and radish rolls, and cucumbers with dried prawns • Malay and Nonya: spring rolls, curry puffs, pickled mackerel, shrimp rolls and fried marinated chicken wings • Indonesian: fried bean curd, satay, stuffed savoury pancakes, fried bananas and crackers • Thai: spring rolls, fish cakes, prawn balls, stuffed sago balls, fried cashews and chillies • Vietnamese: spring rolls, meat and prawn rice paper rolls, grilled beef rice paper rolls, pork and prawn salad, triangle spring rolls and shrimp toast • Indian: pappadums, koftas, pakoras, samosas, kabab and bhajis • Japanese: smoked salmon, skewered chicken balls, pork and vegetable kebabs.
Ingredients and commodities may include:	• fresh and dried vegetables and fruits and salad vegetables • culturally appropriate meats, such as chicken, beef, lamb,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

goat and pork
- seafood, such as prawns and other crustaceans, squid, shellfish and fish
- eggs, rice and farinaceous products
- herbs, spices and condiments
- commodities specific to particular dishes and cuisines
- specific Asian commodities, including:
  - Chinese: sauce (soy, oyster and black bean)
  - Japanese: seaweeds (wakame and nori), condiments (sake, mirin and shoyu), miso (red, white or light brown) and wasabi
  - Indonesian: shrimp cake (terasi) and shrimp paste (petis); tamarind, including assam keeping and assam djawa; soya sauce (kecap); herbs and spices, fresh and dried (salam, basil and lemongrass)
  - Indian: flours (besan, atta, chickpea and maida), spices and herbs (cumin, cloves or fresh and dried coriander), spice pastes (bumbu), pappadum (regional varieties), lemon and lime juice, aromatic leaves and curry powder (masala)
  - Malay and Nonya: shrimp cake (blachan), tamarind (assam keeping and assam djawa) and soya sauce (kecap).

Equipment may include:

- mortar and pestle
- stone grinders
- pans
- woks
- steamers
- cutting, chopping and slicing implements such as cleavers and knives
- grills and griddles
- serving platters and serviceware.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC003A Prepare stocks and soups for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare stocks and soups for Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare ingredients for Asian stocks and soups.	1.1 Select ***ingredients*** for ***stock and soups*** including herbs, spices and flavourings, and prepare them according to recipe requirements.
	1.2 Prepare ingredients and garnishes to recipe specifications

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	using any specified precision cutting techniques.
	1.3 Use correct cooking procedures and ***equipment*** in preparing main ingredients, including chicken, beef, lamb, seafood and vegetables, according to enterprise.
	1.4 Use fish and other pre-prepared sauces to achieve required results and balance, according to recipe specifications.
	1.5 Follow food hygiene and OHS regulations and requirements in all preparation and cooking tasks.
2 Prepare and produce Asian stocks and soups.	2.1 Follow standard recipes according to enterprise practices.
	2.2 Prepare stocks and soups using correct herbs, spices and flavourings, according to recipe specifications.
	2.3 Use appropriate ingredients according to the menu items and recipe specifications.
	2.4 Follow correct timing and temperature requirements when cooking stocks and soups to maintain quality.
	2.5 Cook or finish off soups quickly and effectively, according to customer orders and recipe specifications.
	2.6 Adjust stocks and soups according to required taste, consistency and quality.
	2.7 Incorporate stocks into other dishes according to standard recipes and cuisine requirements.
3 Present Asian soups.	3.1 Select crockery and serviceware size, colour and shape according to enterprise and cuisine requirements.
	3.2 Serve soups in correct portions according to cuisine and enterprise requirements.
	3.3 Use garnishes that conform to the acceptable style of the region and recipe specifications.
4 Store Asian stocks and soups.	4.1 Prepare stocks and soups in advance and ***store them appropriately*** under conditions and temperatures that maintain freshness and eating qualities, and comply with health and safety requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparing stocks and soups for particular Asian cuisines, including following recipe requirements
- precision preparation and cutting techniques for the particular style of cuisine
- selecting, using and maintaining specialised equipment, cutting implements, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- maintaining a tidy workstation
- planning and organising
- working in teams
- using garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces, open flames and other equipment that carries a risk of burns
- waste minimisation techniques and environmental considerations in relation to Asian stocks and soups
- problem-solving skills to adjust flavourings where soups are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders, and to ascertain amounts of flavourings required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- equipment and culinary terms related to particular Asian cuisines, including regional variations
- cuisine characteristics, and cultural and religious practices related to stock and soup preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- effects of cooking techniques on nutrition, taste, texture and appearance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare stocks and soups within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a variety of stocks and soups relevant to the particular Asian cuisine
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing stocks and soups.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- use of authentic and appropriate ingredients
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting stocks and soups
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Ingredients and commodities:

- may be fresh, dried or preserved and may include:
  - tofu
  - noodles
  - eggs
  - rice and farinaceous products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- soya, fish and other sauces
- fresh, dried, leafy and root/tuber vegetables
- salt and freshwater fish, shellfish and other seafood such as prawns, lobster, abalone, squid and cuttlefish
- meats such as beef, pork, chicken, goat and lamb
- fruits such as lychees, rambutan and mango
- coconut cream
- herbs and spices (seeds, whole and root)
- flavourings, including dried shrimp and shrimp pastes, and bonito flakes

- may also be associated with particular dishes and specific cuisines, including:
  - Chinese: bamboo shoot
  - Indian: lamb, kari, garam masala and rosewater
  - Thai: nam pla
  - Indonesian: kecap bentang manis, kecap bentang asin and terasi
  - Vietnamese: nuoc mam
  - Japanese: mushrooms (shiitake), bean paste (miso - red, white, light), vegetables (kuzu, kinome, daikon), seaweeds and rice wines (sake and mirin)
  - Malay and Nonya: kecap manis, kecap asin, condiments and other flavourings (blachan).

Stocks and soups may be thick or thin, served as a course or accompaniment and classified variously within different Asian cuisines:

- Chinese: won ton, short, long, noodle and egg flower soups
- Indian: dhal and rasam
- Thai: tom ka kai
- Indonesian: soto ayam and soto kambing
- Vietnamese: sour fish soup and tom yum
- Japanese: miso
- Malay and Nonya: sup ayam and sup kambing.

Equipment may include traditional as well as contemporary implements and appliances, such as:

- cutting implements
- cooking surfaces such as hot plates and griddles
- utensils such as woks, pans, pots, skimmers, ladles and graters
- steamers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- serviceware, including platters, dishes and bowls
- serving and eating implements such as chopsticks, servers and ladles
- commercial grinders and blenders.

Appropriate storage may include:

- chilling or freezing in suitable containers
- heating and maintaining at a minimum temperature.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC004A Prepare sauces, dips and accompaniments for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present sauces, dips and accompaniments for Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Produce sauces, dips and accompaniments for Asian cuisines.	1.1 Follow standard recipes according to ***regional and enterprise practices*** of particular cuisines. 1.2 Identify, measure or weigh, and use a variety of fresh and dried ***commodities*** to prepare sauces, dips and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	accompaniments.
	1.3 Prepare a range of cooked and uncooked sauces, dips and accompaniments to complement menu items, according to appropriate regional and enterprise practices.
	1.4 Prepare a selection of fresh fruit sauces where required.
	1.5 Follow food hygiene and OHS regulations and requirements in all preparation and cooking tasks.
	1.6 Adjust cooked and uncooked sauces according to required taste, consistency and quality.
2 Present sauces, dips and accompaniments for Asian cuisines.	2.1 Match crockery size, colour and shape to the colour of the sauce, dip or accompaniment and enterprise specifications.
	2.2 Present sauces, dips and accompaniments according to portion size, and enterprise and cuisine requirements.
	2.3 Use garnishes according to acceptable style of the region and recipe specifications.
3 Store cooked sauces, dips and accompaniments for Asian cuisines.	3.1 Where required, prepare sauces, dips and accompaniments in advance and store them appropriately under conditions and temperatures that comply with health and safety requirements and that maintain quality and freshness, eating qualities and shelf life.
	3.2 Use packaging appropriate for the preservation of freshness, appearance and taste.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- selecting, using and maintaining specialised equipment, tableware and serviceware for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

preparing, cooking, serving and presenting food

- food preparation for particular cuisines, including following recipe requirements
- precision cutting techniques and implements for the particular style of Asian cuisine
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and cookery methods
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- use of garnishes for presentation, including consideration of colour and eye appeal
- maintaining a tidy workstation
- planning and organising
- working in teams
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders, and to ascertain amounts of flavouring required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to particular Asian cuisines, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance, and chemical reaction in food, e.g. curries, chutneys and pickles
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment
- waste minimisation techniques and environmental considerations in relation to Asian sauces, dips and accompaniments.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare sauces, dips and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a range of sauces, dips and accompaniments relevant to the particular Asian cuisine
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing sauces, dips and accompaniments.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- use of authentic and appropriate ingredients
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting Asian sauces, dips and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

typical commodities and flavourings, safety issues and food quality indicators

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Regional and enterprise practices may include:

- use and combinations of particular ingredients
- size and format of ingredients
- preferences and requirements related to texture and thickness
- type and format of garnishes.

Commodities used in sauces and dips may include:

- shrimp paste
- fish sauce
- stocks
- tamarind

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- lemon and lime juice
- herbs, spices, aromatics and condiments
- sweetening agents such as sugar, honey and palm sugar
- fresh fruits and vegetables.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC005A Prepare salads for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare salads, sauces, dressings and accompaniments for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Malay, Nonya, Japanese, Thai and Vietnamese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select salads and accompaniments.	1.1 Identify suitable ***salads and accompaniments*** for menu requirements for a particular national or regional cuisine.
	1.2 Plan salads and accompaniments according to season and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	availability of ***commodities and other ingredients***.
2 Prepare salads.	2.1 Prepare a range of salads using fresh, dried and preserved commodities according to traditional national or regional styles, recipe specifications and enterprise requirements.
	2.2 Prepare required ingredients according to recipe specifications and using precision cutting techniques required for the specific cuisine.
	2.3 Prepare marinades, flavourings and sauce mixtures and store at correct temperature until required.
	2.4 Prepare accompaniments for salads as required by tradition and enterprise practice.
	2.5 Follow food hygiene requirements and OHS regulations during preparation and presentation.
	2.6 Use, clean and maintain traditional and contemporary ***equipment***.
	2.7 Respond to specific customer requests related to salads, sauces, dressings and accompaniments.
3 Store salads.	3.1 Store salads at correct temperatures and under ***storage conditions*** that maintain appearance, nutrition, shelf life and eating characteristics.
	3.2 Comply with food hygiene requirements and OHS regulations in storing food items.
4 Present salads.	4.1 Select ***serviceware*** appropriate in shape, size and colour to ensure attractive presentation.
	4.2 Arrange and present salads attractively on platters or other serviceware to achieve maximum customer appeal.
	4.3 Use garnishes according to tradition and style of the region and recipe specifications.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- precision cutting techniques and implements for the particular style of Asian cuisine
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- maintaining a tidy workstation
- planning and organising
- working in teams
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- waste minimisation techniques and environmental considerations in relation to Asian salads
- problem-solving skills to adjust flavourings where salads, dressings, sauces and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders, and to ascertain amounts of flavourings required to achieve required strength and flavour characteristics.

- The following knowledge must be assessed as part of this unit:
- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to particular Asian cuisines, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare salads, sauces, dressings and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- ability to apply knowledge of cuisine style to the preparation of salads and accompaniments, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a range of salads, sauces, dressings and accompaniments relevant to the particular Asian cuisine, using authentic and appropriate ingredients
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing salads, sauces, dressings and accompaniments.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting salads, sauces, dressings and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

A variety of ***salads and accompaniments*** must be prepared and include:	• Thai: yam and larp • Indonesian: gado-gado, urap, pecel and rujuk, emping melinjo and prawn crackers • Vietnamese: goi ga and goi tom thit • Japanese: sunomono and aemono • Malay and Nonya: kerabu, achar, achar timun, rujuk and krupuk.
Commodities and other ingredients used for the preparation of salads may	• fresh, preserved and dried leafy and root vegetables, traditional and contemporary and according to season • fresh, seeds, whole, root, dried and preserved herbs and spices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• eggs • rice and farinaceous products • sauces and dressings, including kecap manis, kecap asin, condim and nam pla • pickles, including achar timun • fresh, dried and preserved fruits • pastes, including sambal and rempah (curry paste) • meat and poultry • seafood • types of bean curd.
Equipment and ***serviceware*** may include:	• traditional or contemporary • plates, platters and bowls • servers • eating implements such as chopsticks, knives, forks and spoons • mortar and pestle • knives, choppers and slicers.
Storage conditions for salads, sauces, dressings and accompaniments may include:	• covering • chilling at correct temperature • using appropriate containers.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC006A Prepare rice and noodles for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare rice and noodles for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indian, Indonesian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select a range of ingredients.	1.1 Identify a range of ***rice*** and ***noodles*** appropriate to specific national and regional cuisines.
	1.2 Select and assemble ***secondary ingredients*** required for preparation of rice and noodle dishes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Prepare and cook rice and noodles.	2.1 ***Prepare*** rice and noodles according to menu specifications. 2.2 Use correct ***equipment*** for cooking rice and noodles according to cuisine requirements and enterprise practice. 2.3 Observe correct cooking procedures and timing, according to cuisine and recipe requirements. 2.4 Add required flavourings to rice and noodles, according to cuisine and enterprise requirements. 2.5 Follow food hygiene requirements and OHS regulations in completing all tasks.
3 Present cooked rice and noodles.	3.1 Select serviceware appropriate in shape, size and colour to ensure appealing presentation. 3.2 Arrange and present rice and noodles attractively on platters or serviceware to achieve maximum customer appeal. 3.3 Use garnishes, accompaniments and sauces conforming to acceptable traditional styles and customs, occasion, service specifications and menu requirements. 3.4 Present rice and noodles with ***other dishes and accompaniments*** according to cuisine and enterprise requirements.
4 Store and reheat rice and noodles.	4.1 Store and reheat rice and noodles according to food hygiene principles, practices and requirements. 4.2 Select storage and reheating methods for rice and noodles to maintain quality, freshness, eating characteristics and appearance.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- cooking techniques and procedures
- rice and noodle preparation for particular cuisines, including following recipe and portion control requirements and costings
- use of garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving rice and noodles
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- storing (chilling, freezing and defrosting) and reheating rice and noodles
- maintaining a tidy workstation
- planning and organising
- working in teams
- waste minimisation techniques and environmental considerations in relation to rice and noodles
- problem-solving skills to adjust flavourings where rice and noodle dishes, sauces and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities, control portions against menus and orders, control costs and determine amounts of flavourings required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- varieties of rice for Asian cuisines
- varieties of fresh and dried noodles for Asian cuisines
- principles of cooking rice and noodles
- cuisine characteristics, and cultural and religious practices related to rice and noodle preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- equipment and utensils used in particular cuisines, including terminology such as wok (kuali)
- temperature and timing required for cooking particular Asian rice and noodle dishes
- accompaniments, sauces and condiments suited to rice and noodles
- culinary terms for rice and noodles related to particular Asian cuisines, including regional variations
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- hygiene, safety and storage requirements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • recognising the variety and quality of rice and noodles • applying the correct procedures and techniques in cooking to achieve desired outcomes • preparing and tasting a range of dishes using rice, noodles, accompaniments and sauces, appropriate to the particular Asian cuisine, using authentic and appropriate ingredients • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing rice and noodles.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of dishes for real customers within typical workplace time constraints.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	preparing rice, noodles, accompaniments and sauces • tasting samples of dishes prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Rice and rice dishes are varied and include those made from short and long grain rice as used in:	• Chinese: plain boiled rice • Indian: patna, basmati, biriani and pilau • Thai: plain steamed rice • Indonesian: nasi uduk, nasi kunyi and nasi goreng • Vietnamese: rice porridge • Japanese: gohanmono • Malay and Nonya: nasi lemak and nasi kunyit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Noodles and noodle dishes may be fresh or dried and be made from wheat, buckwheat, rice and eggs, and may include:	• Chinese: glass and egg noodles • Thai: pad and khanom • Indonesian: mee goreng and mee soto • Vietnamese: egg and rice noodles • Japanese: udon, buckwheat and white wheat, egg noodles (fresh and dried) and soba (mori soba and kake soba) • Malay and Nonya: nasi goreng, mee goreng and mee siam.
Secondary ingredients may include:	• fruits and nuts, including raisins and almonds • herbs, spices, flavourings and aromatics, including cloves, cinnamon, cardamom, saffron, turmeric, ginger, galangal, green tea and squid ink • vegetables • fats and oils, including ghee and coconut oil • meat, including pork, chicken and beef • seafood, including prawns and fish cakes • seaweed, including nori and wakame.
Preparation for rice and noodles may include:	• washing • soaking • marinating.
Equipment may include:	• traditional steamers • electric rice cookers and steamers • deep and shallow pots and pans.
Other dishes and accompaniments served with rice and noodles may include:	• main dishes based on meat, seafood or vegetables • salads • stocks and sauces, both hot and cold • condiments, including prepared sauces such as chilli, kecap, fish sauce and oyster sauce.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare meat, poultry, seafood and vegetables for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

The unit applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select key commodities and other ingredients.	1.1 Identify and assemble a range of fresh, dried and preserved commodities and other ingredients, required by recipes and appropriate to specific national and regional cuisines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Select appropriate commodities for preparation of specific menu items, including ***specialised ingredients and accompaniments***.
2 Prepare ingredients.	2.1 Prepare and portion ingredients according to recipe specifications, using appropriate ***preparation techniques***. 2.2 Prepare marinades using flavouring agents, according to cuisine requirements and enterprise practices. 2.3 Select and use appropriate cooking ***equipment***. 2.4 Prepare sauces and accompaniments according to cuisine and enterprise requirements.
3 Produce a range of menu items.	3.1 Produce ***dishes*** following standard recipes accurately, according to cuisine requirements and enterprise practices and specifications. 3.2 Use suitable ***cookery techniques*** and ***specialised techniques*** according to requirements of commodities, cuisine style and menu. 3.3 Follow food hygiene and OHS regulations and requirements.
4 Present menu items.	4.1 Present menu items attractively using appropriate serviceware that takes into consideration shape, colour and texture, and according to cuisine style and enterprise requirements.
5 Store menu items.	5.1 Store menu items as required according to food hygiene and safety, under correct conditions and temperatures to maintain quality, extend shelf life and maximise appearance and eating characteristics.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics; correct flavour structure, texture and consistency; correct acid balance; correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- using specialised serviceware for presentation
- maintaining a tidy workstation
- planning and organising
- working in teams
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- waste minimisation techniques and environmental considerations in relation to meat, seafood and poultry for Asian cuisines
- problem-solving skills to adjust flavourings where dishes and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders, and to ascertain amounts of flavourings required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of personal and professional hygiene related to working in a kitchen, including suitable dress.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to prepare, produce and present a variety of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency	meat, poultry, seafood and vegetable dishes and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine • knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment • preparation of a variety of meat, poultry, seafood and vegetable dishes and accompaniments relevant to the particular Asian cuisine, using authentic and appropriate ingredients • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing meat, poultry, seafood and vegetable dishes.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of dishes for real customers within typical workplace time constraints.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration of preparing, cooking and presenting a variety of meat, poultry, seafood and vegetable dishes and accompaniments • sampling of dishes prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specialised ingredients and accompaniments may include:	• sauces, including nam prik pao, nam pla, oyster and black bean • nuts, such as peanuts and cashews • fresh whole root spices, such as ginger, galangal and turmeric.
Preparation techniques may include:	• filleting • portioning • cutting • skinning and peeling • cleaning and gutting • dicing • slicing • trimming • chopping • blanching

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• marinating • tenderising • coating with curry pastes, marinades and batters.
Equipment may include:	• ovens • roasting drums • open spit smoke ovens • woks • tandoori ovens • steamers • barbecues • grills • hot plates • spits.
Dishes to be produced must include a wide variety of meat, poultry, seafood and vegetable dishes, either stand-alone or in combination and may include:	• Chinese: roast pork and duck, beef with cashews, and stir fried vegetables • Indian: fish in tamarind sauce, lamb kebabs and kari • Thai: kapi, takrai, gaeng, nam pla, makrut and krung gaeng • Indonesian: gado gado, and grilled skewered chicken • Vietnamese: beef in coconut milk, ginger chicken, and steamed vegetables • Japanese: beef, chicken and fish teriyaki • Malay and Nonya: sugar cane chicken, chargrilled coconut fish, ikan panggang, and rending daging lembu.
Cookery techniques may include:	• steaming • boiling • baking • roasting • grilling • barbecuing • stir-frying • deep-frying.
Specialised techniques may	• tandoor cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:

- wok cookery
- smoking
- marinating
- drying
- pickling.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC008B Prepare desserts for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select, prepare, produce and store a range of Asian desserts for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Chinese, Thai and Vietnamese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

The unit applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select desserts for Asian cuisines.	1.1 Identify ***desserts*** for Asian cuisines. 1.2 Select a range of key ***commodities*** used in Asian desserts. 1.3 Identify cookery methods required for particular menu items and cuisines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Identify key characteristics of Asian desserts and service, according to cuisine, enterprise requirements and customer preferences.
2 Prepare and produce desserts.	2.1 Select, weigh and use commodities and other ingredients required for particular dessert items, recipes and cuisines.
	2.2 Use ***cookery methods***, ***specialised techniques*** and assembled ***equipment*** as required for particular dessert items and cuisines.
	2.3 Prepare fillings where required, to correct consistency.
	2.4 Prepare desserts according to recipe and enterprise requirements for ***consistency*** and ***temperature***.
	2.5 Prepare and produce desserts for ***special occasions*** according to instructions and requirements.
	2.6 Follow food hygiene and OHS regulations and requirements in all tasks.
3 Store dessert and sweet products.	3.1 Store dessert items as required, according to food hygiene and safety requirements, and under correct ***storage*** conditions and temperatures, to maintain quality, extend shelf life and maximise appearance and eating characteristics.
	3.2 Follow appropriate reheating, reconstituting and serving procedures, as required for dessert items to preserve eating qualities, appearance and taste.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation for particular Asian cuisines, including following recipe requirements,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

portion control and costings
- precision cutting techniques and implements for the particular style of Asian cuisine
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning and organising
- working in teams
- assembling, moulding, pleating, deep-frying, steaming and baking techniques
- reheating and refreshing techniques
- problem-solving skills to adjust flavourings where dishes and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities and portions against menus and orders, and to ascertain amounts of flavourings required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to particular Asian cuisines, including regional variations
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

- Evidence of the following is essential:ability to prepare Asian desserts and accompaniments using a range of cookery and preparation methods appropriate to the cuisine
- knowledge of Asian dessert styles, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a wide vairty of desserts and accompaniments relevant to the particular Asian cuisine, using authentic and appropriate ingredients
- ability to undertake duties according to organisational hygiene, health and safety practices
- sound disposal methods for kitchen waste
- ability to prepare desserts within the timeframe required by a commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting desserts and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	food quality indicators. • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

A wide variety of ***desserts*** must be made and include:	• Chinese: sweet buns • Indian: gulab jamoons • Thai: tua bab, moon sum palang, da ku and kao nieu tu • Indonesian: kueh • Vietnamese: sweet soups • Japanese: cakes • Malay and Nonya: serikaya, bikang, dadar gulung and kuih.
Commodities may include fresh, dried and preserved items such	• tropical fruits, such as mango and jackfruit • sweet potatoes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

as:	• flowers • rice and rice products • flour and farinaceous products • beans, bean paste and bean curd • sweeteners, such as palm sugar • flavourings, such as rose and orange waters • milk products • setting agents and thickeners, such as agar-agar • yeast • spices • kulfi • halva • eggs • coconut cream and flesh • specialised ingredients, such as saku peek, kanom talai and khaw neaw mamuang.
Cookery methods may include:	• steaming • boiling • baking • deep-frying • simmering.
Specialised techniques may include:	• shaping ingredients • marinating • chilling • freezing • using seaweed and jelly powders • using setting and thickening agents.
Equipment may include equipment requiring assembly and that used for preparing, cooking and serving Asian desserts, such as:	• bowls • traditional and contemporary steamers • whisks • spoons • ladles.
Dessert texture and ***consistency*** may include:	• liquid • soft • firm.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Dessert serving ***temperatures*** may include:	• chilled • room temperature • warm or hot.
Special occasions may include:	• religious and non-religious festivals and celebrations • feast days and commemorative events • symbolic events • banquets • weddings.
Appropriate ***storage*** may include:	• chilling • freezing • covering.
Recyclable products may include:	• glass bottles and jars • plastics • paper and cardboard • tin or aluminium containers • fruit and vegetable matter.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC009A Prepare curry paste and powder for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare curry pastes and powders for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya and Thai cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

The unit applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and produce curry pastes and powders.	1.1 Identify ***commodities*** for ***curry pastes and powders***, including fresh and dried ***herbs***, ***spices and aromatics*** used in Asian cookery.
	1.2 Select, measure and weigh fresh, dried and preserved herbs and spices in correct quantities to make curry powders and pastes according to recipe specifications.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Prepare, roast and grind herbs and spices for curry pastes or powders, using ***appropriate equipment*** and according to recipe requirements and enterprise practice.
	1.4 Use appropriate ***secondary ingredients*** according to menu items and recipe specifications.
	1.5 Prepare pastes requiring cooking, using correct methods, timing and temperature.
	1.6 Apply prepared pastes in correct quantities to a variety of meat, seafood and vegetable curries, according to standard recipes.
	1.7 Use correct cooking procedures in preparing main ingredients, according to enterprise practice.
2 Use curry pastes and powders.	2.1 Apply prepared pastes in correct quantities to a variety of meat, poultry, seafood and vegetable curries according to required timeframes and standard recipes.
	2.2 Use correct cooking procedures in preparing main ingredients, including chicken, beef, lamb, pork, seafood and vegetables, according to standard recipes and enterprise practice.
	2.3 Measure and use curry powders according to established methods, menu requirements, cooking times, temperature, cuisine requirements, customer preferences and enterprise practice.
3 Follow safe work practices.	3.1 Carry out duties, including use of equipment, according to food hygiene and OHS requirements.
	3.2 Maintain a clean and tidy workplace, according to health requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- achieving flavour and aromatic balance
- using fat compounds such as coconut milk, ghee, peanut oil and other oils such as mustard, coconut and sesame
- balancing and contrasting appearances, colours and textures
- preparing food for particular cuisines where curry powders and pastes are used, including following recipe requirements
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- safe handling of spices and safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- using garnishes for presentation, including consideration of colour and eye appeal
- maintaining a tidy workstation
- planning and organising, and working in teams
- problem-solving skills to adjust quantities of spices, herbs and aromatics as required by a particular cuisine to achieve required flavour balance
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities of spices, herbs or aromatics required for particular combinations and recipes of curry powders and pastes, and to determine amounts required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- herbs, spices and aromatics and various combinations and strengths required for menu items and cuisines
- curry powders and pastes and their uses within a cuisine
- structure and parts of the plant (e.g. roots and leaves) used for herbs and spices such as nutmeg, cinnamon, cumin, cardamom and mace
- culinary terms related to particular Asian cuisines, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of hygiene related to working in a kitchen, including appropriate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

uniform and other personal protective equipment.

•

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare curry pastes and powders for a specific cuisine or a range of Asian cuisines • ability to apply curry powders and pastes to a range of menu items and to prepare sauces and accompaniments within realistic time constraints, using a range of cookery methods appropriate to the cuisine • knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment • preparation of a range of menu items using curry powders and pastes, including sauces and accompaniments relevant to the particular cuisine, using authentic and appropriate ingredients • safe handling of spices • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing curry powders and pastes and menu items prepared in advance.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of dishes for real customers within typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing curry powders and pastes, together with required sauces and accompaniments
- sampling and tasting of dishes containing curry powders and pastes prepared by the candidate
- written or oral questions to test knowledge of curry powders and pastes, their source herbs and spices, cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Commodities may be fresh, dried and preserved and may include:	• vegetables, edible flowers and aromatic leaves • meat, such as chicken, beef and lamb • seafood.
Curry pastes and powders and the finished menu items produced may include:	• Indian: masala, including garam, chat, Kashmiri, sambhar and chaana ka, and curry powder and spice combination • Thai: gaeng • Indonesian: bumbu and kare • Malay and Nonya: rempah and gulai.
Herbs, ***spices and aromatics*** may include:	• ground spices such as cinnamon, cardamom, fennel and fennel seeds, fenugreek, nutmeg, dill, cloves, turmeric, cumin, mace, ajwain, coriander, black mustard seeds, chillies, asfoetida, cayenne pepper and black pepper • fresh or dried peels such as orange, lemon and lime • aromatic leaves such as bayleaf and lemongrass • seeds, such as poppy and sesame.
Appropriate equipment is traditional or contemporary and may include:	• stone grinders • mortar and pestle • other spice blenders.
Appropriate ***secondary ingredients*** to which curry pastes and powders are added for the creation of menu items may include:	• shrimp cakes (blachan) • shrimp paste (peti) • fish cakes • fat compounds such as coconut milk and ghee, and oils such as coconut, peanut, sesame and mustard • sauces, such as kecap manis and kecap asin • vegetables, edible flowers and aromatic leaves • meat and poultry, including pork, beef, lamb, chicken and duck • seafood • vegetarian items, such as tofu and lentils

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- nuts, such as cashews and peanuts.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC010A Prepare satay for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare satay for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indonesian and Malay or Nonya cuisines are prepared and served but is also applicable to other Asian cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

The unit applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select key commodities used in satay.	1.1 Identify a range of fresh, dried and preserved ***commodities*** used in the preparation of satay and panggang. 1.2 Identify herbs, spices and ***curry pastes*** used in marinades and coatings.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Identify suitable meat, chicken and seafood cuts and ***secondary ingredients*** for satay.
2 Prepare satay mixtures.	2.1 Measure herbs, spices and aromatics according to recipe specifications and enterprise standards.
	2.2 Prepare and apply satay mixtures for particular dishes allowing time for marinating according to cuisine and enterprise requirements.
	2.3 Handle curry pastes and powders according to food and personal safety requirements.
3 Produce and present satay items.	3.1 Select and prepare cooking equipment and utensils, according to menu items and enterprise requirements.
	3.2 Prepare and cook a range of satay items according to customer expectations and recipe specifications.
	3.3 Follow food hygiene requirements and OHS regulations in relation to all production and presentation tasks.
	3.4 Use appropriate cooking methods according to recipe specifications.
	3.5 Select crockery and serviceware including size, colour and shape, according to enterprise practice and cuisine requirements.
	3.6 Prepare ***accompaniments*** consistent with acceptable traditional style of the region and recipe specifications.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparing food for particular Asian cuisines, including following recipe requirements, portion control and costings
- precision cutting techniques and implements for the particular style of Asian cuisine
- evaluating quality of ingredients, dishes and food items, including blending and balancing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation

- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, flavouring agents, seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- use of garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning and organising
- working in teams
- problem-solving skills to adjust flavourings where satay and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes and to ascertain amounts of flavourings required to achieve required strength and flavour characteristics.

The following knowledge must be assessed as part of this unit:

- culinary terms related to particular Asian cuisines, including regional variations
- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare a range of satay and accompaniments relevant to the particular Asian cuisine
- ability to prepare satay and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing satay and accompaniments.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- use of authentic and appropriate ingredients
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting satays and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities used in satay may include:	• meats such as beef, chicken and lamb • seafood • vegetables.
Curry pastes may include:	• rempah • bumbu.
Secondary ingredients may include:	• sauces • vegetables • accompaniments • garnishes • nuts.
Accompaniments may include:	• rice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- vegetables
- sauces.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC011A Prepare vegetarian dishes for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare vegetarian dishes for national and regional Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where specialised Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises.

The unit relates to advanced specialist skills and usually applies to cooks who supervise in an Asian kitchen.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare vegetables and lentils.	1.1 Identify and select a range of fresh, dried and preserved ***commodities***, including herbs and spices according to regional recipe specifications.
	1.2 Prepare a selection of fresh and dried leafy and root

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	vegetables using precision cutting techniques, according to recipe specifications and cuisine requirements.
	1.3 Select, measure, weigh and blend a variety of fresh, dried and preserved herbs and spices, using correct quantities and other ***ingredients*** according to cuisine and recipe requirements.
	1.4 Where required, select, soak and cook lentils and split peas, according to recipe requirements and enterprise practices.
2 Produce vegetable and lentil/split pea dishes.	2.1 Follow standard recipes accurately, according to cuisine requirements and enterprise practice.
	2.2 Produce ***vegetarian menu items***, according to enterprise practice and quantity requirements.
	2.3 Produce marinades, flavourings and sauce mixtures and store them at correct temperatures until required.
	2.4 Use appropriate cooking procedures and methods and add curry powders and pastes at the correct time.
	2.5 Use equipment safely and clean and store it after preparation of ingredients, avoiding flavour contamination and transfer.
	2.6 Follow food hygiene requirements and OHS regulations at all times and within all tasks.
3 Present vegetarian menu items.	3.1 Select ***crockery*** and other ***serviceware*** according to size, shape and colour, to ensure appealing presentation.
	3.2 Arrange vegetarian menu items attractively to achieve maximum customer appeal.
	3.3 Use ***accompaniments*** and garnishes consistent with acceptable traditional style of the region and specifications.
4 Store and reconstitute cooked menu items.	4.1 Select ***storage*** methods and conditions to retain taste, appearance, eating characteristics, shelf life and customer appeal.
	4.2 Follow requirements under food hygiene and safety principles.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.3 Reconstitute and reheat pre-prepared menu items under correct conditions, and at the temperature and for the time required.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparing vegetarian food for particular Asian cuisines, including following recipe requirements
- precision cutting techniques and implements for the particular style of Asian cuisine
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- using garnishes for presentation, including consideration of colour and eye appeal
- maintaining a tidy workstation
- planning and organising, and working in teams
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced as required by a particular cuisine
- literacy skills to read requirements of orders and recipes
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to vegetarian food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- culinary terms related to particular Asian cuisines, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare vegetarian dishes within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- ability to prepare a wide variety of vegetarian dishes relevant to the particular Asian cuisine, including main menu items, snacks, appetisers and accompaniments, using authentic and appropriate ingredients
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing vegetarian menu items.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting vegetarian dishes
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of vegetarian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities and ***ingredients*** may include:

- fresh and dried root and leafy vegetables such as okra, aubergine, aloo, onion, garlic and spring onion
- lentils such as urad dhal and channa dhal

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• rice • noodles • types of bean curd • egg • particular spices such as cumin, asfoetida, fenugreek, fennel seeds and cayenne pepper • fresh herbs and aromatics such as coriander, lemongrass and lime leaves.
Vegetarian menu items may include:	• Chinese: stir-fry vegetables and noodles • Indian: dhal, potato and green papaya curry, spiced split peas and spiced okra • Thai: vegetables in coconut milk • Indonesian: vegetables with peanut sauce • Vietnamese: stir-fry vegetables • Japanese: tofu and fresh vegetables in miso soup • Malay and Nonya: vegetable curry.
Crockery and ***serviceware*** may include:	• thali and katori • platters and bowls.
Accompaniments may include breads, dips, sauces and other menu items used as flavouring and relishes, such as:	• parathas, puris and chapatis • bhajis • raw vegetables cut into required shapes, such as onion rings, spring onions and carrots • pickles, relishes and chutneys • chillies • prepared dipping and pouring sauces.
Correct ***storage*** may include:	• covering and sealing prepared food items • chilling • freezing.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC012A Select, prepare and serve specialised Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select, prepare and serve specialised Asian cuisines. These cuisines may be national or regional and cover a full range of menu items or specialised areas within a menu.

Specialised cuisines include all items from a menu or specialised area within a national or regional cuisine such as vegetarian cookery; soups; rice and noodles; desserts and sweets; salads; snacks and appetisers; meat, poultry and seafood; stocks and cuisine bases.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines, however may also be applied to other Asian cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The unit relates to advanced specialist skills and usually applies to cooks who supervise in an Asian kitchen.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Identify the key characteristics of a specialised Asian cuisine.	1.1 Select ***commodities*** and other ingredients used in ***specialised Asian cuisine***. 1.2 Identify commodities and other ingredients in the original language and English. 1.3 Identify and follow key characteristics of the cuisine and associated service, according to enterprise and customer requirements and expectations.
2 Prepare, set up and maintain workstations for specialised cuisines.	2.1 Set up ***work areas***, including all ***specialised equipment***, according to layout, menu requirements and OHS requirements. 2.2 Assemble equipment and utensils according to cuisine and enterprise requirements. 2.3 Carry out routine care and maintenance tasks according to enterprise practice and other requirements.
3 Prepare ingredients for menu items.	3.1 Prepare ingredients according to recipe specifications. 3.2 Select, prepare and portion ingredients to correct recipe specifications and cuisine requirements. 3.3 Use any precision cutting techniques according to specifications and recipes. 3.4 Prepare, portion and store marinades and velveting mixtures. 3.5 Prepare sauces and flavourings according to enterprise practice and cuisine requirements.
4 Cook and produce specialised menu items.	4.1 Use cookery methods required for menu items within a specialised cuisine. 4.2 Produce items for a menu in the required sequence and timeframes, using ***specialised techniques*** required. 4.3 Blend and modify flavours according to the food item and recipe specifications. 4.4 Control temperatures during all stages of cooking. 4.5 Follow food hygiene and OHS procedures.
5 Present cooked food.	5.1 Select crockery and other serviceware appropriate in size,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	colour and shape, observing any traditional requirements within cuisine.
	5.2 Present menu items attractively without drips or spills, for maximum customer appeal.
6 Store and reconstitute cooked menu items.	6.1 Select storage methods and conditions to retain taste, appearance, eating characteristics, shelf life and customer appeal.
	6.2 Follow storage requirements under food hygiene and safety principles.
	6.3 Reconstitute and reheat specific, pre-prepared menu items under correct conditions, at the correct temperature and for the required time.
7 Follow safe workplace practices.	7.1 Carry out all tasks in sequence and according to safety instructions and requirements.
	7.2 Observe food hygiene and OHS requirements associated with all equipment and facilities according to legislative requirements.
	7.3 Maintain a clean and tidy work area according to health requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparing food for particular specialised cuisines, including following recipe requirements
- precision cutting techniques and implements for the particular style of cuisine
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to the particular Asian cuisine and appropriate cookery methods
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food for specialised cuisines
- using garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- problem-solving skills to adjust flavour and appearance shortfalls in menu items, as required by a particular cuisine
- planning and organising
- working in teams
- literacy skills to read requirements of orders and recipes
- writing skills to write menus and explanations about specialised Asian cuisines
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes, and to determine amounts of flavouring required to achieve required strength and flavour characteristics for a given quantity of food items.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to specialised Asian cuisines, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a variety of menu items within a specialised Asian cuisine using authentic and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	appropriate ingredients • ability to prepare menu items for a specialised Asian cuisine within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine • knowledge of cultural considerations, commodities, culinary terminology and equipment used in specialised Asian cuisines • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing specialised Asian cuisine.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of dishes for real customers within typical workplace time constraints.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration of preparing and presenting a variety of menu items within a specialised Asian cuisine • sampling of dishes prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities may include:

- fresh and dried leafy and root vegetables
- fruits and other edible plant parts such as flowers and leaves
- herbs and spices
- meats
- rice
- noodles
- farinaceous products.

Specialised Asian cuisines, styles and menu items may be national and regional and may include:

- Chinese: Guandong and south China; Sichuan and west China; Beijing and north China; Shanghai and east China; dim sum cookery; roast meats and poultry
- Indian: tandoor cookery, menu items based on curry powders and pastes, breads, and chutneys and pickles
- Thai: curry paste cookery
- Indonesian: satay
- Vietnamese: sauces and dips
- Japanese: sushi and sashimi
- Malay and Nonya: satay.

Work areas for specialised

- wok stations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

cuisines may include:	• tandoori ovens • grills and ovens • cooktops and hotplates • open fires • barbecues.
Specialised equipment may include all manual and electrical equipment and utensils used in specialised cuisines, both traditional and contemporary:	• cutting and slicing implements • cooking utensils • cookers and deep-fryers • steamers.
Specialised techniques may include:	• preparing commodities for cooking or presentation • blanching • boning • filleting • barbecuing • steaming • marinating • smoking • precision cutting.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC013B Plan menus for Asian cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan menus for Asian cuisines. It requires tha ability to develop menu concepts and content, cost and developing systems required to support the menu and its production, and to plan, design and arrange the printing of menus.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Asian cuisines are prepared and served. It applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The unit addresses advanced skills and usually applies to cooks who supervise in an Asian kitchen.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHASC001A Use basic Asian methods of cookery.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and develop menus.	1.1 Identify key ***characteristics of menus*** for Asian cuisines according to enterprise practices.
	1.2 Plan and design ***menus*** and the sequence of menu items, according to cuisine requirements and conventions, enterprise procedures and customer requirements and preferences.
	1.3 Plan menus to provide a balanced variety of freshness, flavours, colours, textures and delicacies according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	cuisine requirements, seasonal factors and enterprise practice.
	1.4 Incorporate results of a sales analysis into menu planning.
	1.5 Plan menus, including the number of courses offered, within the constraints of kitchen equipment, utensils and the staff skill levels within the enterprise.
2 Plan and design printed menus.	2.1 ***Plan and design printed menus*** to suit traditional customs, theme, occasion and decor of the enterprise.
	2.2 Follow required conventions in using names, description of menu items and terminology, and ensure that all are suitable for the market, style of menu, occasion, festivities and cultural practices.
	2.3 Present the sequence or arrangement of service on printed menus.
	2.4 Arrange printing of menus, taking into consideration colour combinations, paper stock and weight, and costings.
	2.5 Check proofs to ensure that spelling, meanings and descriptions are correct and according to instructions.
3 Cost menus for profitability and control expenditure.	3.1 Calculate ingredients, overhead expenses, labour and production costs accurately.
	3.2 Consider yields, losses and portions when costing dishes.
	3.3 Price menu items according to constraints, appropriate selling prices,seasonal influences and to ensure maximum profitability.
	3.4 Monitor and control food costs through implementing procedures to determine percentages and reduce wastage.
	3.5 Monitor and control labour costs through staff rosters, scheduling, and award conditions and rates.
4 Control menu-based production.	4.1 Optimise product use and quality through portion control and yield testing.
	4.2 Apply ***stock control measures***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- menu planning and development, including conventions and constraints
- preparation of menu information for design and printing
- problem-solving skills to proofread printed menus and identify errors
- literacy skills to research information for menu development within a specific Asian cuisine
- writing skills to write menus and explanations about specialised Asian cuisines
- numeracy skills to cost a menu within budgetary constraints and operate stock control systems.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption; typical menu items, accompaniments and garnishes; and order of service
- culinary terms related to particular Asian cuisines, including regional variations
- costs of supply of ingredients
- yield of raw ingredients and portion sizes in general and for the organisation in particular
- food wastage and control
- stock control
- labour costs for commercial kitchens in general and for the organisation in particular.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to develop menus within a cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- principles of costing menus
- knowledge of yield from raw materials, wastage and stock control
- planning and developing a menu within a particular Asian cuisine, including complementary and sequential menu items
- costing of a specific menu, including working within budgetary constraints
- ability to undertake menu planning and design in consultation with others.

Context of and specific resources for assessment

Assessment must ensure:

- review of menus developed and implemented by the candidate within a real work setting.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- written or oral questions to test knowledge of menu planning and costing, yield from raw materials, wastage and stock control cuisine styles, cultural aspects, and menu design and printing
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus planned and implemented, samples of printed menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Characteristics of menus must include:

- quality commodities
- correct cooking methods
- harmonising of flavours
- nutritional balance
- textures
- colours
- presentation
- seasonal influence
- festivities, festivals, formal banquets and religious events.

Menus may include:

- Chinese
- Indian
- Thai
- Indonesian
- Vietnamese
- Japanese
- Malay and Nonya.

Planning and designing printed menus may include:

- consulting others about styles and requirements according to tradition
- developing and producing menus in consultation with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	professional designers and printers.
Stock control measures must include:	• ordering in economic quantities • receipt and checking procedures • storage practices • inventory control and security • seasonal variations in temperature.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC014A Design and operate an Asian kitchen

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to design and operate a kitchen where Asian cuisines are prepared and served.

It requires the ability to design, plan and set up kitchen operations and systems. It does not include food preparation and cooking or ongoing management, supervisory or quality assurance roles.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to Indonesian, Indian, Malay, Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

The unit applies to kitchen supervisors or owner-managers wishing to set up an Asian kitchen.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHASC001A Use basic Asian methods of cookery.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and develop kitchen operations.	1.1 Identify style of cuisine required.
	1.2 Identify and plan ***system of production*** according to menu style requirements or type.
	1.3 Develop ***operational procedures*** for the kitchen.
	1.4 Develop ***control systems***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Identify the roles in an Asian kitchen.	2.1 Identify knowledge, skills and attitudes required for specific Asian cuisines. 2.2 Determine ***staffing needs*** according to nature of enterprise, size of kitchen and style of cuisine. 2.3 Identify specific roles and responsibilities, according to style of cuisine and size of enterprise. 2.4 Develop job descriptions and allocate roles according to size of kitchen, style of cuisine and size of enterprise.
3 Plan kitchens for Asian cuisines.	3.1 Plan the kitchen layout according to available space, style of cuisine and personnel. 3.2 Identify and purchase ***equipment and fittings*** for Asian cuisines. 3.3 Set up workstations according to national, regional and commercial needs and applications.
4 Implement and monitor kitchen operations.	4.1 Implement systems and procedures developed. 4.2 Monitor kitchen operations and adjust as required. 4.3 Respond to feedback from customers, colleagues and ***relevant others***.
5 Plan and implement safe work practices for Asian kitchen operations.	5.1 Identify ***legislative and regulatory requirements***. 5.2 Develop and implement safe work practices according to legislative and regulatory requirements. 5.3 Identify particular work environment ***hazards for Asian kitchens*** and develop procedures for managing them.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- organising and setting up kitchens for particular cuisines and size and style of kitchen
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving food
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- planning, organising and working in teams, according to the cultural requirements of the cuisine selected
- problem-solving skills to:
- deal with equipment flaws and failure and cultural issues related to cuisine style and staffing
- manage situations such as non-delivery, and delays with or non-availability of required equipment
- literacy skills to research equipment, procedures and systems related to kitchen operations, and the cultural and dietary requirements of a particular cuisine
- writing skills to write clear equipment specifications and develop job descriptions
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to determine quantities of equipment and serviceware required.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, and kitchen and service culture
- cultural and dietary requirements related to the style of cuisine selected, including allergies and prohibitions
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to plan and operate an Asian kitchen efficiently to meet the needs of a particular cuisine, clientele and style of operation
- ability to apply knowledge of cultural considerations and correct equipment usage to kitchen design and operations, according to cuisine style selected
- application of food hygiene and OHS principles and procedures.

Context of and specific resources for assessment

Assessment must ensure:

- access to suitable equipment for particular cuisines
- ability to set up kitchen operations for a commercial enterprise with industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to design and plan a kitchen for a specific Asian cuisine, including fittings, layout and equipment
- written and oral questions to assess knowledge of an Asian cuisine, including cultural aspects
- project to develop procedures and operational plans for an Asian kitchen prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of performance by the candidate, such as photographs, references, designs, plans and procedures or systems developed.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

System of production will be determined by the size of operation and style of cuisine, including:	• small or family-run kitchens within which employees are multi-skilled and perform multiple roles • fast food outlets • large, formal kitchens with clearly-defined and limited job roles and responsibilities.
Operational procedures may include those related to:	• work tasks and responsibilities • food hygiene and safety • OHS • security.
Control systems may include those related to:	• stock • storage • costs and budgets • portion control • security.
Staffing needs may include:	• managerial and supervisory staff • operational staff • training and development.
Equipment and fittings may	• stoves and ovens, including specialised items such as tandoori ovens

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• steamers • grills and barbecues • turbo and gas woks • freezers, chillers and refrigerators • general storage • benches • sinks • utensils for preparation and presentation • serviceware, including cutlery, chopsticks, china and glassware • equipment required for specific cuisines.
Relevant others may include:	• employers, managers and supervisors • employees and work colleagues • customers • officers of government and regulatory authorities • industry professionals and advisers.
Legislative and regulatory requirements may include those related to:	• OHS • food hygiene and safety • local council requirements • employment, such as equal employment opportunity, industrial awards and anti-discrimination.
Particular ***hazards for Asian kitchens*** may include:	• turbo and high-temperature woks • vertical barbecues • open-flame stoves • deep-fryers • cleavers • slippery floors • electrically-operated equipment.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC015A Prepare and produce Japanese raw fish (sashimi)

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare raw fish dishes (sashimi) for Japanese cuisine.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Japanese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare fish.	1.1 Identify and select quality fish and shellfish for ***sashimi***, according to customer needs and regional recipe specifications.
	1.2 Evaluate fish to ensure freshness and quality according to ***established criteria***.
	1.3 Practise preparation procedures and maintain strict hygiene standards when handling and preparing raw fish, according to health and safety requirements.
	1.4 Maintain and kill live seafood where used, in a humane manner and according to government regulations.
	1.5 Clean, gut and fillet fish and shellfish efficiently and according to industry standards.
	1.6 Use, care for and maintain knives used for preparing fish according to industry standards.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Prepare condiments, garnishes and sauces.	2.1 Prepare a selection of fresh condiments according to recipe specifications. 2.2 Prepare vegetables and arrange them attractively according to traditional and regional styles and specifications. 2.3 Prepare ingredients according to recipe specifications using precision cutting techniques. 2.4 Prepare, organise and store flavourings and sauce mixtures at correct temperature and according to health and safety specifications. 2.5 Comply with hygiene requirements and OHS regulations, and apply to all tasks. 2.6 Follow standard recipes according to enterprise practice and requirements.
3 Prepare and present sashimi.	3.1 Prepare sashimi according to customer orders and apply correct steps to retain freshness and quality. 3.2 Check and select crockery sizes, shapes and colour to ensure appealing presentation. 3.3 Arrange and present ***condiments*** attractively on platters to achieve maximum customer appeal. 3.4 Ensure that garnishes conform to the acceptable traditional style of the region and specifications.
4 Store sashimi.	4.1 Store fish and shellfish under correct conditions and at correct temperature to ensure quality, hygiene, nutritional value and eating characteristics and appearance. 4.2 Check date stamp and codes, where applicable, to ensure quality control and safety of foods. 4.3 Comply with hygiene and food safety requirements and OHS regulations, and apply to all tasks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- culinary terms related to preparation and presentation of sashimi
- precision cutting of fish in prescribed ways
- using Japanese knives, such as deba, yanagiba and usuba bocko
- assessing flavour, texture and colour
- presentation of sashimi, including artistic arrangement, selection and use of garnishes for colour and maximum eye appeal and use of specialised serviceware for presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing and serving sashimi, including that for making momiji oroshi and sarashi-negi
- identifying, selecting, storing and using typical commodities required for sashimi preparation, including condiments and flavouring agents
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning, organising and working in teams
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of fish and commodities required for particular recipes and to apply portion control and uniformity of sashimi items.

The following knowledge must be assessed as part of this unit:

- principles for choosing quality fish for sashimi
- principles and techniques for preparing fish for sashimi
- sauces, dips and accompaniments for sashimi, including assessing sauce consistency
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare sashimi, sauces, dips and accompaniments using a range of cookery and preparation methods
- knowledge of sashimi cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a range of sashimi items, including appropriate sauces, dips and accompaniments, using authentic and appropriate ingredients
- ability to undertake duties according to organisational hygiene, health and safety practices
- ability to prepare sashimi dishes within the timeframe required by a commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a suitably equipped operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of the candidate preparing and presenting sashimi, sauces, dips and accompaniments
- sampling of items prepared
- written or oral questions to test knowledge of sashimi styles, fish types and selection, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Types of ***sashimi*** to be prepared must include:

- sashimi (moriawase)
- usu zukuri
- tataki
- kobujime.

Established criteria for evaluating fish may include:

- clear eyes
- red gills
- firm texture of flesh
- moist but not slimy
- pleasant sea odour
- correct colour of scales.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Condiments appropriate to sashimi may include:	• fresh condiments, such as daikon, wasabi, ginger root and sauces • prepared, such as momiji oroshi and tosa joyu.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC016A Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to simmer (nimono), grill (yakimono), deep-fry (agemono) and steam (mushimono) a range of Japanese dishes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Japanese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare nimono, yakimono, agemono and mushimono food items.	1.1 Select and prepare a range of ***commodities***, according to recipe requirements. 1.2 Prepare stocks, using correct ingredients and according to recipe specifications. 1.3 Prepare condiments such as mirin, sake or miso according

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	to recipe guidelines.
	1.4 Comply with food hygiene requirements and OHS regulations, in relation to all tasks.
	1.5 Follow standard recipes for nimono, yakimono, agemono and mushimono food items accurately.
	1.6 Select combinations according to traditional requirements and enterprise practice.
2 Produce menu items.	2.1 Prepare nimono, agemono and mushimono dishes according to menu requirements.
	2.2 Prepare yakimono according to menu requirements and customer orders, maintaining traditional style and quality.
	2.3 Prepare and use marinades for yakimono items, following required steps to ensure the right flavour balance and fragrance quality.
	2.4 Use quality ingredients in sauces to achieve the results required by recipe specifications.
3 Present food items.	3.1 Check and select Japanese tableware sizes, shapes and colour according to food items and enterprise requirements.
	3.2 Serve food and ***supporting menu items*** in correct portions and according to customer requirements.
	3.3 Use garnishes and condiments consistent with acceptable traditional style of the region and recipe specifications.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation for simmered (nimono), grilled (yakimono), deep-fried (agemono) and steamed (mushimono) dishes in Japanese cuisine, including following recipe requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- precision cutting techniques and use and care of cutting implements
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to simmered, grilled, deep-fried and steamed dishes in Japanese cuisine
- use of appropriate cookery methods
- use of garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning and organising
- working in teams
- problem-solving skills to adjust flavourings where Japanese simmered, grilled, deep-fried and steamed dishes, sauces, dips and accompaniments are not balanced as required by a particular recipe
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to simmered, grilled, deep-fried and steamed dishes in Japanese cuisine, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare Japanese simmered, grilled, deep-fried and steamed dishes including sauces, dips and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of Japanese simmered, grilled, deep-fried and steamed dishes, including cultural considerations, commodities, culinary terminology and equipment
- safe occupational health and food hygiene practices related to preparing, cooking and presenting Japanese simmered, grilled, deep-fried and steamed dishes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of a practical demonstration by the candidate of Japanese simmered, grilled, deep-fried and steamed dishes being prepared and presented, including sauces, dips and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Japanese simmered, grilled, deep-fried and steamed dishes, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities may include:

- meat (chicken, pork and beef)
- seafood (fish, prawns and squid)
- vegetables (fresh, leafy, beans and root)
- condiments (fresh, dried and preserved)
- seaweed (kombu).

Supporting menu items may include:

- garnishes, fresh kinome or kuzu
- sauces, such as tosa joyu.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC017A Prepare and produce Japanese one pot cookery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce Japanese one pot cookery (nabemono). The unit covers all menu items identified as one pot cookery and winter menu items.

One pot cookery is typically made with meat, poultry, fish or tofu and vegetables, cooked in dashi. Cooked udon noodles or rice may also be added by guests, who self-serve from the pot.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Japanese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare ingredients for nabemono.	1.1 Select, prepare and arrange ***ingredients*** for cooking according to recipe specifications, cuisine requirements and enterprise standards.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Produce nabemono.	2.1 Prepare a variety of nabemono including sukiyaki, shabu shabu, kaki dote-nabe, yosenabe and tara chiri nabe.
	2.2 ***Produce*** a range of sauces consistent with acceptable traditional style of the region according to recipe requirements.
	2.3 Select and prepare a variety of ***accompaniments*** according to cuisine requirements and enterprise practices.
	2.4 Select, prepare and arrange vegetables to accompany nabemono, according to customer preferences and cuisine and enterprise requirements.
	2.5 Use correct ***equipment*** and utensils according to regional style and enterprise specifications.
	2.6 Use correct heating temperature and timing to ensure optimum eating characteristics and appearance of menu items.
3 Present nabemono.	3.1 Select tableware shape, sizes and colour according to tradition, cuisine and enterprise requirements.
	3.2 Present nabemono attractively with the required accompaniments and sauces.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation of one pot cookery (nabemono), including following recipe requirements
- precision cutting techniques and implements
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant in one pot

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

cuisine and appropriate cookery methods
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting one pot menu items
- use of garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning and organising
- working in teams
- problem-solving skills to adjust flavourings as required where one pot cuisine, sauces and accompaniments are not balanced
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- one pot cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to one pot cuisine, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare one pot cuisine, including sauces and accompaniments within realistic time constraints using appropriate cookery methods

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- knowledge of one pot cuisine, including cultural considerations, commodities, culinary terminology and equipment, timing and sequencing
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing one pot cuisine.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting one pot cuisine, sauces and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of one pot cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Ingredients may include:

- meat
- poultry
- seafood
- tofu
- vegetables
- stocks, such as dashi, katsuo and konbu
- miso
- oysters.

Production may include:

- selecting methods of cookery, including stewing
- portion control and yields
- observing cookery timing and sequence for specific ingredients.

Accompaniments may include:

- udon noodles
- rice
- daikon
- vegetables
- Japanese pickles
- dipping sauces, such as lemon soy and sesame.

Equipment may include:

- earthenware pots
- electric skillets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- tableware
- chopsticks and other utensils.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC018A Prepare and produce Japanese rice cookery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare types of rice for Japanese cuisine.

Japanese rice cookery includes the preparation of rice (gohanmono) and its use in sushi (zushi - plural).

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Japanese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare rice, zushi and accompaniments.	1.1 Assemble ***equipment*** for cooking rice and making zushi according to hygiene and safety standards.
	1.2 Select, measure and prepare short grain white rice according to recipe specifications.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select ***sushi types*** and ***ingredients*** and prepare to enterprise standards.
	1.4 Prepare dashi stocks according to recipe specifications.
2 Prepare and produce zushi.	2.1 Select and ***prepare*** appropriate seaweed.
	2.2 Use the sushi mat to prepare seasonal varieties such as maki zushi, nagiri zushi, charashi zushi and oshi zushi.
	2.3 Follow food hygiene requirements and OHS regulations and apply them strictly to all tasks.
3 Present zushi.	3.1 Present zushi with required sauces, dips and ***accompaniments***.
	3.2 Select and use traditional tableware, shape, sizes and colour according to enterprise requirements.
	3.3 Prepare ***garnishes*** and sauces consistent with acceptable traditional style and custom, occasions, service specifications and menu requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation for Japanese rice cuisine, including following recipe requirements
- precision cutting techniques and implements for zushi
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid and sweetness balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting zushi
- identifying, selecting, storing and using typical commodities, condiments, flavouring agents and seasonal delicacies used in zushi, and appropriate preparation methods
- use of garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- planning and organising
- working in teams
- problem-solving skills to adjust flavourings where zushi, sauces and accompaniments are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes, and for portion control and uniformity.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to zushi and sashimi preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- rice types and characteristics
- culinary terms related to zushi, including regional variations
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare zushi, sauces, dips and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine • knowledge of zushi and sashimi styles, including cultural considerations, commodities, culinary terminology and equipment • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing Japanese rice.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- preparation of a range of zushi, including sauces, dips and accompaniments using authentic and appropriate ingredients
- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting zushi, sauces, dips and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of zushi, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.
- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment may include:	• sushi mat • wooden sushi bowl • wooden mixing spoon • special knives and slicers • platters for presentation • bowls for sauces and accompaniments • eating utensils such as chopsticks • bowls and plates for serving • rice cooker.
A wide variety of rice and zushi must be produced. ***Sushi types*** include:	• oshi zushi • maki zushi • chirashi zushi • nagiri zushi.
Ingredients for zushi may include prepared:	• fresh fish and other seafood, including sashimi • vegetables, including carrot, radish and spring onion • omelette (tamago yaki) • fungi • preserved ginger (gari) • wasabi.
Preparation of nori may include:	• washing • soaking.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Toppings, ***accompaniments*** and ***garnishes*** may include:	• salad items such as herbs and pungent mustard sprouts • sauces for dipping (nikiri joyu and nitsume joyu) • pickled vegetables • aromatics.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare fruits, cakes and sweetmeats in Japanese cuisine.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Japanese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify commodities required for preparing Japanese sweet courses.	1.1 Identify the role of the sweet course in Japanese cuisine. 1.2 Identify key ***commodities*** used in ***Japanese cakes and sweetmeats***, in Japanese and English.
2 Prepare fruits, cakes and sweetmeats.	2.1 Select, measure, weigh and prepare commodities according to recipe specifications. 2.2 Follow standard recipes and procedures according to enterprise requirements. 2.3 Form cakes and sweetmeats into shapes and sizes according to cuisine standards and conventions. 2.4 Follow appropriate storage conditions and reheating procedures, as required by food hygiene regulations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and enterprise practice.
	2.5 Cook and reheat steamed products quickly and completely to meet customer expectations.
3 Present fruits, cakes and sweetmeats.	3.1 Select tableware according to the colour, shape and size required by the occasion, food item and enterprise practice.
	3.2 Follow food hygiene requirements and OHS regulations in completing all tasks.
	3.3 Present cakes attractively according to cuisine requirements, tradition and enterprise standards.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- precision cutting techniques and implements
- evaluating quality of ingredients, dishes and food items, including blending and balancing of flavours, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving sweet items
- identifying, selecting, storing and using typical commodities, thickening and flavouring agents and seasonal delicacies relevant to the sweet course
- appropriate cookery methods for Japanese cakes and sweetmeats
- using garnishes for presentation, including consideration of colour and eye appeal
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- planning and organising, and working in teams
- problem-solving skills to adjust flavourings where sweet course items and accompaniments are not balanced as required
- literacy skills to read recipes and orders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- role of the sweet course in Japanese cuisine
- kitchen and service culture, including kitchen organisation
- characteristics, cultural and religious practices related to sweet course preparation, presentation and consumption
- typical sweet items, order of service, accompaniments and garnishes
- culinary terms, including regional variations
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare Japanese desserts and accompaniments using a range of cookery and preparation methods • knowledge of Japanese dessert style, including cultural considerations, commodities, culinary terminology and equipment • preparation of a range of Japanese desserts and accompaniments using authentic and appropriate ingredients • ability to undertake duties according to organisational hygiene, health and safety practices • ability to prepare dessests within the timeframe required by a commercial kitchen.
Context of and specific resources for assessment	Assessment must ensure: • preparation of a variety of Japanese sweet items using

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	authentic and appropriate ingredients • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of dishes for real customers within typical workplace time constraints.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration preparing and presenting sweets and desserts, including accompaniments • sampling of dishes prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues, and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities may include:	• fruit • flour • rice • agar • fat compounds • sugars and other sweetening agents, such as fruit juice • sweet beans.
A variety of typical ***Japanese cakes and sweetmeats*** and fruit-based dishes must be produced and includes:	• soft cakes, such as manju and daijuku • pastes • bean jelly, such as yokan • sweet bean soup, such as zenzai and oshiruko.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC020A Prepare and produce Chinese dim sum

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce dim sum for Chinese cuisines.

Dim sum are small dumplings and wrapped foods which are boiled, baked, deep-fried or steamed. They include buns, pastries, pancakes and spring rolls served in small amounts but in great variety. They may be savoury or sweet and served as snacks, yum cha or as appetisers. They may contain meat, poultry, seafood, vegetables and fruit.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Chinese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and prepare key commodities.	1.1 Identify and select a range of fresh, dried and preserved ***commodities*** suitable for ***dim sum***.
	1.2 Prepare coconut milk, setting agents and fresh fruits to correct consistency, according to recipe specification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select, measure and weigh different types of flour, and identify properties of yeast, according to recipe specification.
2 Prepare sweet and savoury dim sum.	2.1 Prepare fillings, glazing and coating agents to correct consistency, according to recipe specification.
	2.2 Cook dim sum according to enterprise procedures and hygiene regulations and requirements.
	2.3 Portion dim sum precisely, according to specifications.
	2.4 Follow food hygiene and OHS regulations and requirements and apply to all tasks, particularly in the preparation and storage of fillings.
3 Produce sweet and savoury dim sum and desserts.	3.1 Follow standard recipes for dim sum items accurately, and according to enterprise practices and recipe specifications.
	3.2 Handle ***specialised equipment*** according to safety requirements.
	3.3 Prepare, fill and cook dim sum according to product specifications.
	3.4 Follow correct steps to size and shape buns and dumplings.
	3.5 Use correct ***cooking methods*** to maintain quality and precise portion control.
4 Present sweet and savoury dim sum.	4.1 Check dim sum quality prior to plating and according to enterprise specifications.
	4.2 Match crockery size, colour and shape to dim sum items.
	4.3 Present dim sum items attractively and according to enterprise requirements.
	4.4 Follow requirements for portion sizes and ***accompaniments*** and serve according to style requirements of the region and specifications.
	4.5 Assess sauces for quality and shelf life.
5 Store sweet and	5.1 Assess items for shelf life, package appropriately and store products where required in conditions to maintain

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
savoury dim sum.	freshness, eating characteristics and appearance, and shelf life, preventing flavour transfer between sweet and savoury.
	5.2 Comply with food hygiene and OHS regulations and requirements in packaging and storing dim sum.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- precision cutting techniques and implements
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving dim sum
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, and seasonal delicacies relevant to dim sum
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- techniques for preparing sweet and savoury dough and fillings, syrups and coating agents, batters and pastries
- maintaining a tidy workstation
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- kitchen and service culture, including kitchen organisation
- culinary terms related to dim sum, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare a variety of dim sum, fillings, sauces, dips and accompaniments within realistic time constraints using a range of cookery methods appropriate to the Asian cuisine
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- application of hygiene and safety principles and procedures
- a range of dim sum, sauces, dips and accompaniments relevant to particular types of dim sum, prepared using authentic and appropriate ingredients
- cooking and presenting dim sum to achieve maximum eating qualities and customer appeal
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing dim sum.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing, producing and presenting dim sum, sauces, dips and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of types of dim sum, preparation and cooking techniques, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Commodities for dim sum may include:

- wheat flour products
- tapioca flour
- yeast
- fat compounds
- fillings, including sweet mung bean and lotus paste
- fresh fruits such as mango
- coating and setting agents
- oils
- flowers
- fungi
- meat, poultry and seafood.

A wide variety of ***dim sum*** must be produced and includes:

- prawn dumplings
- vegetarian dumplings
- chive dumplings
- potsticker dumplings
- soup meat buns
- pork buns
- chicken buns
- vegetable buns
- pork wontons
- spring rolls
- stuffed crab claws
- stuffed bean curd
- symbolic dim sums prepared for special occasions, such as:
  - banquets
  - weddings
  - festivals
  - birthdays
  - New Year.

Specialised equipment may include:

- steamers
- pastry and dough rollers
- choppers and knives
- mortar and pestle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• strainers and skimmers.
Appropriate ***cooking methods*** for dim sum may include:	• deep-frying • braising • steaming • roasting • baking.
Accompaniments may include:	• spring onion oil • red oil • garlic oil • vinegar soy sauce • garlic pepper sauce • hot mustard • sweet and sour sauce • vinegar and ginger dip.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC021A Prepare and cook Chinese roast meat cuts and poultry

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and cook roast meats and poultry for Chinese cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Chinese cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select meat cuts and poultry for roasting.	1.1 Identify and select suitable primary and secondary meat cuts and poultry according to menu and recipe specifications.
	1.2 Select a range of commodities and marinades according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	recipe specification.
	1.3 Assess quality of meats and commodities according to recipe and industry requirements.
2 Prepare roast meat cuts and poultry.	2.1 Select, sharpen and use knives and cleavers according to manufacturer specifications.
	2.2 Prepare and portion meats and poultry following required recipes and according to enterprise standards.
	2.3 Assemble and use ***specialised equipment***.
	2.4 Prepare meat cuts according to recipe specifications and menu requirements.
	2.5 Prepare ingredients, marinades and stuffings according to recipe specifications.
	2.6 Prepare accompaniments such as pickles and sauces according to recipe specifications and enterprise requirements.
	2.7 Follow food hygiene and OHS regulations and requirements and apply them to all tasks.
3 Cook roast meat cuts and poultry.	3.1 Cook meat products and poultry as required by specifications and traditional menu styles, using correct ***cooking methods***.
	3.2 Assess flavours, sauces, textures and colours against expected outcomes and recipe specifications.
4 Store roast meat cuts and poultry.	4.1 Defrost, refrigerate, freeze or store cooked and uncooked products according to health regulations and at the correct temperature to maintain freshness and quality.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- preparing roast meats and poultry, including following recipe requirements
- precision cutting techniques and implements for the particular style of cuisine
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, balance, correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents used in the preparation of Chinese roasted meats and poultry
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to particular Chinese cuisine, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare Chinese roast meats and poultry, sauces and accompaniments within realistic time constraints using a range of appropriate cookery methods
- preparation of a range of roasted meats and poultry, sauces and accompaniments relevant to the particular Asian cuisine, using authentic and appropriate ingredients
- knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment
- safe occupational health and food hygiene practices for preparing, cooking, presenting and storing roast meats and poultry.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting roast meat, poultry, sauces and accompaniments
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

This unit applies to the following cuisines, however may also be applied to other Asian styles:	• Szechuan • Shanghai.
Specialised equipment may include:	• ovens • roasting drums • open spit smoke ovens • hooks • boning, filleting and chopping knives • light and heavyweight cleavers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Preparation and ***cooking methods*** for roast meat cuts and poultry must include:	• basting • marinating • smoking • drying • roasting • spit roasting • barbecuing.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC022A Prepare and produce tandoori food items

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce tandoori food items for Indian cuisine.

Tandoori refers to foods cooked in a tandoori oven. Dishes prepared must include a selection of meat, poultry and seafood.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indian cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select key commodities and ingredients.	1.1 Identify and select key types and names of tandoori items. 1.2 Select fresh, dried and preserved ***commodities*** used in tandoori marinades.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Prepare and use tandoori spice mixture.	2.1 Follow food hygiene requirements and OHS regulation in all tasks related to preparing, cooking, presenting and serving food items. 2.2 Measure, weigh and portion spices according to recipe specifications and enterprise requirements. 2.3 Handle tandoori and curry powders according to safety and enterprise requirements. 2.4 Apply tandoori spice mixtures or curry pastes to food items and marinate under ***required conditions***.
3 Produce and present tandoori products.	3.1 Select and use cooking equipment and utensils according to enterprise requirements. 3.2 Follow standard recipes for tandoori items according to enterprise practices and specifications. 3.3 Prepare and cook tandoori items to customer expectations, following recipe specifications. 3.4 Apply correct steps to all cooking methods according to recipe specifications. 3.5 Select presentation crockery according to suitability of size, colour and shape, according to enterprise requirements. 3.6 Serve suitable ***accompaniments*** consistent with recipe specifications and acceptable traditional and regional style.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation for tandoori cookery, including following recipe requirements
- precision cutting techniques and implements for tandoori cookery
- evaluating quality of ingredients, dishes and food items, including blending and balancing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting food
- identifying, selecting, storing and using typical commodities, herbs and spices, and condiments relevant to tandoori cookery
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- problem-solving skills to adjust flavourings where marinades are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to tandoori cookery, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance
- typical food allergies and consequences
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare food items for tandoori cookery, including marinades, within realistic time constraints

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	using a range of cookery methods appropriate to the Asian cuisine • knowledge of cuisine style, including cultural considerations, commodities, culinary terminology and equipment • safe occupational health and food hygiene practices for preparing, cooking, presenting and storing tandoori food items.
Context of and specific resources for assessment	Assessment must ensure: • a range of tandoori food items is prepared, cooked and served using authentic and appropriate ingredients • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers • preparation of tandoori dishes for real customers within typical workplace time constraints.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration of preparing and presenting tandoori food items • sampling of dishes prepared by the candidate • written or oral questions to test knowledge of tandoori cookery, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities and ingredients may be fresh, dried or preserved and may include:	• meat • poultry • seafood • tandoori powder • curry powder, such as masala.
Required conditions for marinating prepared tandoori items may include:	• covered containers • chilling.
Suitable ***accompaniments*** may include:	• rice • vegetables • pickles • chutney • sauces.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC023A Prepare and produce Indian breads

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present Indian breads.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indian cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and bake Indian breads.	1.1 Select, weigh and prepare required ***ingredients*** according to recipe specifications and enterprise practice.
	1.2 Follow specified preparation techniques and shape and size ***breads*** according to cuisine requirements and enterprise practice.
	1.3 Bake Indian breads using ***specialised equipment*** according to instructions.
2 Present and store breads.	2.1 Select tableware in sizes, shapes and colour to display breads attractively and create maximum customer appeal.
	2.2 Match breads with suitable ***accompaniments*** consistent with acceptable traditional regional style and recipe specifications.
	2.3 Store breads at correct temperatures for the preservation of freshness, appearance and eating characteristics.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- precision kneading, moulding and shaping techniques to achieve the required texture
- frying and baking procedures and techniques for Indian breads
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking and serving Indian breads, including using the cast iron pan (tava), wok (karahi) and clay oven (tandoori oven)
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, seasonal delicacies relevant to Indian bread and appropriate preparation methods
- evaluating quality of ingredients and breads
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- maintaining a tidy workstation
- problem-solving skills to correct overcooking or dough that has been prepared to the wrong consistency
- literacy skills to read recipes and orders
- numeracy skills to determine cooking temperature and timing for specific bread-making techniques.

The following knowledge must be assessed as part of this unit:

- traditional names, varieties and terminology applied to Indian breads
- principles of selecting and serving different kinds of breads for menu items
- commodities, including:
  - yeast products
  - flour
  - fat
  - milk products for Indian breads
- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- principles and practices of personal and professional hygiene related to working in a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare Indian breads using a range of cookery and preparation methods
- knowledge of Indian breads, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a range of Indian breads, using the full range of techniques required and authentic and appropriate ingredients
- ability to undertake duties according to organisational hygiene, health and safety practices
- ability to prepare Indian bread within the timeframe required by a commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- preparation of breads for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	preparing and presenting breads • samples and tasting of breads prepared by the candidate • written or oral questions to test knowledge of bread types, ingredients, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHASC001A Use basic Asian methods of cookery.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities and other ***ingredients*** used in the preparation of Indian breads may include:	• flour products, including atta, maida flour and lentil flour • yeast products, such as fresh or dried khamir • fat compound, such as ghee

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• milk products, such as yoghurt and sour cream • fresh, dried and preserved commodities • baking powder.
A selection of Indian ***breads*** must be prepared including:	• chapatis • naan • paratha • pooris • dosa.
Specialised equipment may include:	• cast iron pan (tava) • wok (karahi) • clay oven (tandoori oven).
Suitable ***accompaniments*** may include:	• rice • vegetables • chutney • pickles • sauces • snacks • appetisers • main course dishes • beverages.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHASC024A Prepare and produce Indian sweetmeats

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce sweetmeats for Indian cuisine.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indian cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures

.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to produce Indian desserts and sweets.	1.1 Select, measure and weigh key ***commodities*** for ***Indian desserts and sweets*** according to recipe specifications. 1.2 Select and use correct ***cooking utensils and equipment*** for required recipes. 1.3 Select milk products, and setting and thickening agents for use in correct amounts according to standard recipe specifications. 1.4 Assemble woks and associated equipment for preparing Indian desserts and sweets according to instructions.
2 Produce desserts and sweet products.	2.1 Prepare desserts and sweets in correct shapes and with correct fillings, according to recipe specifications. 2.2 Comply with basic hygiene requirements and OHS regulations in all tasks. 2.3 Follow standard procedures where sweets are reheated or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	refried according to customer orders and enterprise practice.
	2.4 Use correct procedures for milk products and with setting and thickening agents to maintain quality control.
3 Store desserts and sweet products.	3.1 Assess accompaniments, sauces and syrups according to quality and shelf life.
	3.2 Follow correct reheating procedures according to enterprise practice.
	3.3 Store desserts and sweet products under appropriate storage conditions to retain quality and freshness.
4 Present Indian desserts and sweet products.	4.1 Use correct sizes, shapes and colours of tableware for serving.
	4.2 Present desserts attractively using suitable garnishes and accompaniments.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation for Indian desserts and sweets, including following recipe requirements
- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting desserts and sweet items
- identifying, selecting, storing and using typical commodities, herbs and spices, thickening and flavouring agents, used in the preparation of Indian desserts and sweets
- safe work practices, particularly in relation to bending, lifting, and using cutting implements, appliances, heated surfaces, hot liquids and other equipment and cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

methods which carry a risk of burns
- problem-solving skills to adjust flavourings where Indian desserts, sweets and accompaniments are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to Indian desserts and sweets, including regional variations
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare Indian desserts, sweets and accompaniments using a range of cookery and preparation methods • knowledge of Indian dessert styles, including cultural considerations, commodities, culinary terminology and equipment • preparation of a range of Indian desserts, sweets and accompaniments using authentic and appropriate ingredients • ability to undertake duties according to organisational hygiene, health and safety practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to prepare desserts within the timeframe required by a commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and presenting a variety of Indian desserts and sweets
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHASC001A Use basic Asian methods of cookery.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities may include:

- rose water
- gold leaf
- herbs, spices and seed pods
- flours
- fat compounds, including ghee
- milk products
- curry powders, such as masala
- flavourings and aromatics, such as garlic and ginger
- preservatives, such as vinegar
- thickening agents
- sweeteners, such as honey
- rice
- syrups.

A wide variety of ***Indian desserts and sweets*** must be prepared and could include:

- gajar-ka-halva
- kulfi
- shahitukra
- malpue
- kheer
- gulab jamoon.

Correct ***cooking utensils and equipment*** may include:

- cast iron or stainless steel pots
- frypans
- steamers
- woks
- platters
- cane baskets and banana leaf linings
- crockery.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC025A Prepare Indian pickles and chutneys

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce pickles and chutneys served to accompany curries Indian curries.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indian cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and select key commodities.	1.1 Select a range of fresh, dried and preserved ***commodities*** for use in making chutneys and pickles.
	1.2 Identify a variety of main and ***secondary ingredients***.
	1.3 Identify key names of chutneys and pickles, using correct menu names.
	1.4 Identify types of curry powder used.
	1.5 Identify combinations of spices used in the production of chutneys.
2 Produce chutneys and pickles.	2.1 Prepare ingredients according to recipe specifications, using precision cutting techniques required by regional cuisines.
	2.2 Use quantities of preservatives and colorants according to enterprise practice.
	2.3 Select, prepare and use cooking equipment and utensils,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	according to enterprise and cuisine requirements.
	2.4 Follow required steps to all cooking methods according to recipe specifications.
	2.5 Follow correct timing to prepare pickles for bottling and allow required time for maturing.
	2.6 Follow food hygiene requirements and OHS regulations and apply them to all tasks related to preparation, bottling and storage.
3 Present chutneys and pickles.	3.1 Select platter and crockery sizes, colour and shapes according to enterprise requirements.
	3.2 Present chutneys and pickles attractively to achieve maximum customer appeal.
	3.3 Select appropriate chutneys and pickles to accompany ***main dishes***.
4 Store cooked chutneys and pickles.	4.1 Store chutneys and pickles under correct conditions and temperatures to maintain quality and extend shelf life.
	4.2 Select and use ***packaging*** appropriate for the preservation of freshness and taste and to prevent chemical reaction and deterioration.
	4.3 Line jar lids with sheets of greaseproof or waxed paper to prevent metallic lids from coming into contact with chutneys.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food preparation for Indian pickles and chutney, including following recipe requirements
- precision cutting techniques and implements for preparing pickles and chutneys in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

regional Indian cuisines

- evaluating quality of ingredients, dishes and food items, including blending and balancing flavours and aromatics, correct flavour structure, texture and consistency, correct acid balance, correct colour and plate presentation
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparation of pickles and chutneys
- identifying, selecting, storing and using typical commodities, herbs and spices, condiments, thickening and flavouring agents, seasonal delicacies relevant to preparing pickles and chutneys and appropriate preparation methods
- safe work practices, particularly in relation to bending, lifting, and using cutting implements, appliances, heated surfaces, hot oil and other equipment and cookery methods which carry a risk of burns
- maintaining a tidy workstation
- problem-solving skills to adjust flavourings where pickles and chutneys are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities and ingredients required for particular recipes.

The following knowledge must be assessed as part of this unit:

- cuisine characteristics and cultural and religious practices related to preparation, presentation and consumption; typical menu items; order of service; and typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- culinary terms related to Indian pickles and chutneys, including regional variations
- effects of cooking techniques on nutrition, taste, texture and appearance, and chemical reaction in chutneys and pickles
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency	• ability to prepare pickles and chutneys using a range of cookery and preparation methods • knowledge of pickles and chutneys styles, including cultural considerations, commodities, culinary terminology and equipment • knowledge of time required for maturing pickles and chutneys • preparation of a range of pickles and chutneys using authentic and appropriate ingredients • ability to undertake duties according to organisational hygiene, health and safety practices • ability to prepare pickles and chutneys within the timeframe required by a commercial kitchen.
Context of and specific resources for assessment	Assessment must ensure: • preparation, cooking, packing and storing of a range of pickles and chutneys by the candidate using authentic and appropriate ingredients • demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of practical demonstration of preparing, cooking, packaging and storing pickles and chutneys • samples and tasting of items prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

SITHASC001A Use basic Asian methods of cookery.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commodities may include:

- herbs and spices, such as cumin, coriander, fenugreek, red pepper and turmeric
- curry powders, such as masala
- flavourings and aromatics, such as garlic and ginger
- preservatives, such as vinegar
- thickening agents.

Secondary ingredients may include:

- fruits
- bulb vegetables, such as onions
- root vegetables
- colorants.

Main dishes may include:

- curries
- pakoris
- tandoori kebabs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- rice
- sauces.

Suitable ***packaging*** for pickles and chutneys may include:

- lidded or sealable glass jars
- lidded or sealable crockery containers.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC026A Prepare and produce Indonesian crackers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to produce a wide variety of Indonesian crackers which may be served as accompaniments to main Indonesian dishes or as snacks or appetisers.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises where Indonesian cuisine is prepared and served. It applies to cooks who would usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and select Indonesian crackers.	1.1 Identify and select a ***variety*** of crackers, according to enterprise requirements.
2 Prepare, fry and present crackers.	2.1 Dry crackers thoroughly to ensure maximum expansion and crispness when frying and to maintain characteristics and appearance. 2.2 Use correct ***equipment and utensils*** according to enterprise practices. 2.3 Use correct temperature and timing for frying crackers to ensure required portion size and quality. 2.4 Select platters, shapes or cane baskets in appropriate colours for attractive presentation and maximum appeal. 2.5 Select ***accompaniments*** and sauces consistent with acceptable traditional style of the region and recipe

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	specifications.
3 Pack and store crackers.	3.1 Select airtight packaging for crackers to ensure the preservation of freshness, taste, flavour and texture.
	3.2 Store crackers in containers at correct temperatures and under ***storage*** conditions to maintain crispness and freshness.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparing different types of Indonesian crackers, including following recipe requirements
- using garnishes for presentation, including consideration of colour and eye appeal
- selecting, using and maintaining specialised equipment, tableware and serviceware for preparing, cooking, serving and presenting Indonesian crackers
- safe work practices, particularly in relation to bending, lifting, and using cutting implements, appliances, heated surfaces, hot oil and other equipment and cookery methods which carry a risk of burns
- maintaining a tidy workstation
- problem-solving skills to adjust flavourings where sauces, dips and accompaniments are not balanced as required
- literacy skills to read recipes and orders
- numeracy skills to calculate quantities of commodities.

The following knowledge must be assessed as part of this unit:

- culinary terms related to Indonesian cuisine, including regional variations
- cuisine characteristics, and cultural and religious practices related to food preparation, presentation and consumption, typical menu items, order of service, typical accompaniments and garnishes
- kitchen and service culture, including kitchen organisation
- principles and practices of personal and professional hygiene related to working in a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare Indonesian crackers using a range of cookery and preparation methods
- knowledge of Indonesian cracker styles, including cultural considerations, commodities, culinary terminology and equipment
- preparation of a variety of Indonesian crackers using authentic and appropriate ingredients
- ability to undertake duties according to organisational hygiene, health and safety practices
- ability to prepare Indonesian crackers within the timeframe required by a commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for real customers within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of practical demonstration of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	preparing and presenting crackers • sampling of crackers prepared by the candidate • written or oral questions to test knowledge of Asian cuisine styles, cultural aspects, use and importance of typical commodities and flavourings, safety issues, and food quality indicators • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHASC001A Use basic Asian methods of cookery.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

A ***variety*** of crackers must be prepared and includes:	• prawn cracker (krupuk udang) • nut cracker (emping melinjo) • fish cracker (krupuk palembang) • rice cracker (krupuk puli) • tapioca cracker (krupuk mawar).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Equipment and utensils used may be traditional or contemporary and include:	• fryers • skimmers • serviceware and baskets.
Accompaniments for crackers may include:	• sauces and dips • other snacks and appetisers • drinks.

Storage to maintain freshness and crispness:	• applies to:
	  • cooked and uncooked crackers
	• may include:
	  • air-tight containers
	  • sealed and sealable packages.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC027A Prepare, cook and serve Asian food for food service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare, cook and serve Asian food items for a service period in a hospitality enterprise, using a range of basic Asian cooking methods and working as part of a team. This unit integrates key technical and organisational skills required by a short order cook or caterer. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen. This unit underpins the more advanced integrated unit SITHASC028A Prepare, cook and serve Asian food for menus.

Food service periods may be breakfast, lunch, dinner, supper or special functions and events.

Styles of menus may be classical, contemporary or ethnic and may be formal or informal according to enterprise requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to cooks working in hospitality and catering operations where Asian food is prepared and served.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC003B Receive and store kitchen supplies

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Organise and prepare for food service.	1.1 Calculate commodity quantities for the Asian dish and determine requirements for quality and style according to recipes and specifications.
	1.2 Prepare a jobs checklist for food that is clear, complete and appropriate to the situation.
	1.3 Liaise with other team members about menu requirements and job roles.
	1.4 Follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members.
	1.5 ***Organise and prepare food items*** in correct quantities and according to requirements.
	1.6 Store food items appropriately in readiness for service.
2 Cook and serve Asian menu items for food service.	2.1 Identify and use appropriate commercial ***equipment*** to produce menu items.
	2.2 Cook and serve menu items according to ***menu type*** and service style, using appropriate ***cookery methods***.
	2.3 Meet ***special requests or dietary requirements of customers under direction***.
	2.4 Work cooperatively as part of kitchen team.
	2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.
3 Complete end of service requirements.	3.1 Carry out ***end of service procedures*** according to enterprise practices.
	3.2 Store food items appropriately to minimise food spoilage and wastage.
	3.3 Participate in post-service debrief.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food presentation techniques
- portion control and waste minimisation
- teamwork skills
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to deal with problems such as shortages of food items, over or undercooked food, pressure of work and kitchen conditions
- literacy skills to read menus, recipes and task sheets and to prepare a jobs checklist
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- characteristics of different Asian foods from all main food categories served in the enterprise and appropriate cookery methods
- standard recipes
- mise en place procedures
- basic principles and methods of Asian cookery
- principles and practices of planning and organising work
- principles and practices related to food safety
- nutrition in relation to meeting specific dietary requirements under direction
- culinary terms commonly used in the industry and enterprise.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing preparation and service of multiple items for a minimum of 12 complete food service periods to ensure integration of skills and consistency of performance in different circumstances
- use of a range of Asian cookery methods appropriate to menu items
- production of a range of menu items to industry and enterprise standards of quality
- safe food hygiene and work practices
- ability to multi-task and respond to multiple demands and requests simultaneously
- ability to work as part of a team in a positive and courteous manner
- preparation of Asian dishes for customers within the typical workplace time constraints of a busy commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- use of a wide range of suitable ingredients for preparing, cooking and serving Asian food items for a menu
- demonstration of skills within normal operating conditions of a fully equipped commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate working as part of a kitchen team
- sampling of menu items produced by the candidate
- evaluation of customer feedback about menu items and speed and timing of service
- written or oral questions to test knowledge about Asian commodities, cookery techniques, equipment and food hygiene

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. For example, it is expected that candidates will have completed a selection of other units dealing with basic Asian cookery skills. These must be selected according to enterprise requirements and reflect the knowledge and skills required to cook a range of Asian menu items for a food service period in a commercial kitchen.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Organising and preparing food items (mise en place) include as required:

- cleaning and preparing vegetables and other commodities
- preparing and portioning meat, poultry and seafood
- preparing stocks, sauces and dressings
- preparing garnishes
- cooking soups and other precooked items
- preparing and cooking desserts
- selecting and using serviceware and equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Equipment includes traditional and modern equipment, such as:	• barbecues • roasting drums • charcoal grills • mincers • tandoori ovens • contemporary ovens • woks • steamers • cutting, chopping and slicing implements such as cleavers and knives • strainers • scoops and skimmers • ladles • whisks • food processors • microwaves • skewers • sharpening steels and stones.
Types of menus will vary according to the enterprise and occasion and may include:	• à la carte • set menu (table d'hôte) • function or buffet.
Asian ***cookery methods*** may include:	• deep-frying • stir-frying • barbecuing • grilling • shallow frying • roasting • braising • stewing • steaming • baking • boiling • oil and water blanching.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Meeting ***special requests or dietary requirements of customers under direction*** may include:	• cultural needs and restrictions • specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets • preferences for particular ingredients and cooking methods such as vegetarian.
End of service procedures may include:	• safe storage of food items • cleaning procedures related to kitchen and equipment • debriefing sessions • quality reviews • restocking • preparations for the next food service period.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHASC028A Prepare, cook and serve Asian food for menus

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise, produce and serve Asian food for menus. It incorporates all aspects of organising, preparing, cooking and serving a variety of Asian food items for a service period in a hospitality enterprise, using a range of Asian cooking methods and team coordination skills. The unit integrates key technical and organisational skills required by a commercial cook. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen.

Contexts for this unit may vary depending on the nature of the enterprise. For example, menus may be classical, contemporary or ethnic and service may be formal or informal.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering operations where Asian food is prepared and served.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHASC001A Use basic Asian methods of cookery

SITHASC002A Produce appetisers and snacks for Asian cuisines

SITHASC003A Prepare stocks and soups for Asian cuisines

SITHASC004A Prepare sauces, dips and accompaniments for Asian cuisines

SITHASC005A Prepare salads for Asian cuisines

SITHASC006A Prepare rice and noodles for Asian cuisines

SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC003B Receive and store kitchen supplies

SITHCCC004B Clean and maintain kitchen premises

SITHCCC016A Develop cost-effective menus

SITXFSA001A Implement food safety procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the

© Commonwealth of Australia, 2025

required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate, organise and prepare for food service.	1.1 Determine and calculate commodity quantities for a menu and determine requirements for quality and style according to recipes and specifications. 1.2 Prepare a jobs checklist for food that is clear, complete and appropriate to the situation. 1.3 Liaise with other team members about menu requirements and job roles. 1.4 Develop and follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members. 1.5 ***Organise and prepare food items*** in correct quantities and according to requirements for different ***food service periods***. 1.6 Store food items appropriately in readiness for service.
2 Cook and serve menu items for food service.	2.1 Identify and use appropriate commercial ***equipment*** to produce menu items. 2.2 Cook and serve menu items according to ***menu type*** and service style, using appropriate ***cookery methods***. 2.3 Adjust menu items and ingredients to meet ***special requests or dietary requirements of customers***. 2.4 Cook and serve dishes using a ***range of commodities*** to meet customer expectations of quality, appeal of presentation and timeliness of delivery. 2.5 Work cooperatively as part of kitchen team and delegate tasks appropriately. 2.6 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Coordinate and complete end of service requirements.	3.1 Coordinate ***end of service procedures*** according to enterprise practices. 3.2 Store food items appropriately to minimise food spoilage and wastage. 3.3 Participate in post-service debrief.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- integration and application of kitchen skills including mise en place, basic Asian methods of cookery and food presentation techniques
- portion control and waste minimisation
- planning and organising work in the kitchen environment, including prioritising, sequencing and monitoring tasks and processes
- team coordination in relation to task allocation
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to deal with problems such as shortages of food items, over or under-cooked food, difficult customer requirements, pressure of work and kitchen conditions
- literacy skills to read menus, recipes, task sheets and orders
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- characteristics of different Asian foods from all main food categories and appropriate cookery methods
- standard recipes for variety of Asian dishes or menu items
- principles and practices related to food safety
- use of correct culinary terminology in kitchen communication.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing preparation, cooking and service of multiple items for a minimum of 48 complete food service periods to ensure integration of skills and consistency of performance in different circumstances
- ability to prepare, cook and serve a variety of menu items to meet customer expectations of quality using Asian cookery methods, food items and menu styles
- safe food hygiene and work practices
- ability to multi-task and respond to multiple demands and requests simultaneously
- ability to work as part of a team and coordinate team activities in a positive and courteous manner
- preparation of Asian dishes for customers within the typical workplace time constraints of a busy commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- use of a wide range of suitable ingredients for preparing, cooking and serving Asian food items for a menu
- demonstration of skills within normal operating conditions of a fully equipped commercial kitchen suitable for Asian cooking, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of apprenticeship arrangements
- direct observation of the candidate preparing and cooking Asian food items in a commercial kitchen

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- sampling of menu items prepared by the candidate
- evaluation of customer feedback about menu items and speed and timing of service
- written or oral questions to test knowledge about Asian commodities, cookery techniques, equipment and food hygiene
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Organising and preparing food items (mise en place) includes, as required:

- cleaning and preparing vegetables and other commodities
- preparing and portioning meat, poultry and seafood
- preparing stocks, sauces and dressings
- preparing garnishes
- cooking soups and other precooked items
- preparing and cooking desserts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• serviceware and equipment.
Food must be prepared, cooked and served for all of the following ***food service periods***:	• breakfast • lunch • dinner • special function.
Equipment includes traditional and modern equipment such as:	• barbecues • roasting drums • charcoal grills • mincers • tandoori ovens • contemporary ovens • woks • steamers • cutting, chopping and slicing implements such as cleavers and knives • strainers • scoops and skimmers • ladles • whisks • food processors • microwaves • skewers • sharpening steels and stones.
Types of menus will vary according to the enterprise and occasion and may include:	• à la carte • set menu (table d'hôte) • buffet.
Asian ***cookery methods*** may include:	• deep-frying • stir-frying • barbecuing • grilling • shallow frying • braising • stewing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• steaming • roasting • baking • boiling • oil and water blanching.
Meeting ***special requests or dietary requirements of customers*** may include:	• cultural needs and restrictions • specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets • preferences for particular ingredients and cooking methods such as vegetarian.
Range of commodities may include:	• vegetables and fruits and salad vegetables (fresh and dried) • culturally appropriate meats (chicken, beef, lamb, goat and pork) • seafood (prawns and other crustaceans, squid, shellfish and fish) • herbs, spices and condiments • eggs • rice and farinaceous products • items specific to particular dishes and cuisines.
End of service procedures may include:	• safe storage of food items • cleaning procedures related to kitchen and equipment • debriefing sessions • quality reviews • restocking • preparations for the next food service period.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Asian Cookery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC001B Organise and prepare food

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise and prepare a variety of foods within the kitchen of a hospitality or catering operation. It requires the ability to use general food preparation techniques, contribute to the organisation's profitability through effective resource use and to minimise negative environmental impacts by reusing resources, recycling and using safe methods for disposing of kitchen waste.

The term 'organising and preparing food' is also referred to as 'mise en place' and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation.

This unit underpins effective performance in commercial cookery.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering operations where food is prepared and served and may include the preparation of any food type, ingredients, style or cuisine inclusive of Asian cuisine and patisserie products.

This unit describes a key function for cooks and chefs working at any level. Their role may be operational, supervisory or managerial. Job roles include breakfast cook, short order cook, fast food cook, cook, chef, chef de partie, sous chef, executive chef, caterer, patissier and chef patissier.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite unit: SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Select, prepare and use equipment.	1.1 Select ***knives and equipment*** of the correct type and size for the job, and ensure that it is clean, safely assembled and ready before use.
	1.2 Use equipment correctly, safely and hygienically.
2 Assemble ingredients for menu items.	2.1 Identify and obtain ingredients according to standard recipes, recipe cards or enterprise requirements.
	2.2 Assemble ingredients according to the correct quantity, type and quality required.
3 Prepare food items	3.1 Prepare ***food items*** required for menus according to correct weight, amount and number of portions.
	3.2 Clean, peel and prepare vegetables and fruit as required for menu items.
	3.3 Prepare dairy products required for menu items, ensuring they are correctly handled.
	3.4 Measure, sift where appropriate, and use dry goods as required for menu items.
	3.5 Correctly handle all food items according to food safety procedures and the handling requirements for particular types of food.
	3.6 Prepare food items in the required form and timeframe.
4 Portion food ingredients.	4.1 Select and use suitable knives and equipment for food portioning.
	4.2 Portion ***food ingredients*** accurately, according to size, weight and required menu items.
	4.3 Store prepared and portioned foodstuffs according to food safety procedures and the storage requirements for particular types of food.
5 Contribute to profitability.	5.1 Use the designated quantity, weight and portions of ingredients to minimise wastage and maximise profitability of meals prepared.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.2 Prepare the correct amount of food items according to expected numbers of customers to minimise wastage and maximise profitability of meals prepared.
6 Reduce food preparation costs and negative environmental impacts.	6.1 Use energy and water resources efficiently when cleaning equipment and organising and preparing food to reduce costs and negative environmental impacts. 6.2 Save ***reusable by-products*** of food preparation for future cooking activities. 6.3 Use ***recyclable products*** during food preparation and dispose of them in designated recycling bins. 6.4 Safely dispose of all ***kitchen waste and hazardous substances*** to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- knife handling techniques
- cutting techniques for foods as required for menu items
- hygienic handling of food and equipment according to local, state or territory and national regulatory requirements
- safe work practices according to OHS principles and procedures, particularly with regard to using knives
- cleaning techniques for kitchen equipment
- problem-solving skills to deal with minor problems, such as shortages of ingredients
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- the key characteristics and uses of the main categories of food items and those that are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

particularly used in the organisation
- menu and recipe requirements for the particular style, products and cuisine being served
- expected numbers of customers to be served
- full details of food safety procedures used in kitchen operations and the particular food safety regime for the organisation
- correct handling and storage requirements for different types of food
- applications of different types of cleaning products
- the essential features of and safe practices for using common hazardous substances used within kitchens and in particular substances used by the organisation e.g. cleaning products
- the environmental impacts of cleaning equipment and preparing food and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- correct and environmentally sound disposal methods for kitchen waste and hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:
- ability to organise efficient, resource effective preparation of a variety of foods according to expected numbers of customers and to maximise profitability and minimise negative environmental impacts
- ability to use a range of cookery and preparation methods appropriate to the cuisine
- ability to undertake duties according to organisational hygiene, health and safety practices
- knowledge of food safety procedures and correct handling and storage requirements for different types of food
- knowledge of correct and environmentally sound disposal methods for kitchen waste and in particular for hazardous substances
- ability to organise and prepare a wide variety of general food items within the timeframe required by a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

commercial kitchen..

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within normal operating conditions of a fully equipped commercial kitchen including industry-current equipment
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing food
- inspection of food items prepared by the candidate
- written or oral questions to assess knowledge of preparation techniques, handling and storage requirements for various food types, hazardous substances and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- any Asian Cookery unit
- any Commercial Cookery and Catering unit
- any Patisserie unit.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Knives and equipment may be mechanical or power driven and:

- must include the use of:
  - knives, cleavers and utensils such as butcher and boning knives, filleting knives, butter spreading knives,vegetable peeler or knives, slicers
  - knife sharpening equipment
  - graters
  - commercial mixers food processors, blenders and attachments
  - scales
  - measures
  - whisks
  - thermometers
- may include the use of:
  - saws and meat cleavers
  - meat bats
  - meat hooks
  - larding needles
  - mincers
  - bowl choppers
  - slicing machines
  - grills or salamanders
  - fryers
  - large fixed equipment, such as bains marie and fridges
  - patisserie cutting implements
  - cutting implements for nuts and fruits
  - beaters
  - spatulas
  - wooden spoons
  - piping bags and attachments
  - moulds, shapes and cutters
  - cake tins.

Knives and equipment may be mechanical or power driven and:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Food items to be prepared:	• must include the use of:
	  • dairy products, including milk, yoghurt, cheeses and alternatives, e.g. soy products
	  • dry goods, such as flours, sugars, pastas and rice
	  • standard fruit and vegetables
	• general food items such as sauces, condiments and flavourings, garnishes, coatings and battersmay include the use of:
	  • meat, seafood and poultry that may be fresh, frozen, preserved or pre-prepared
	  • meat products such as standard cuts, sausages, hams and salami.

Food ingredients to be portioned may include:	• meat • seafood • poultry • pastry • dough • fruit • vegetables.

Reusable by-products may include:	• meat and fish offcuts
	• bones and trimmings
	• fruit peelings and offcuts
	• vegetable peelings and offcuts
	• unused portions of:
	  • fruits
	  • vegetables
	  • seafood, meat and poultry
	  • flowers
	  • garnishes
	  • accompaniments
	  • batter
	  • dough
	  • pastry
	  • fillings
	  • sauces and dips

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• eggs • coconut cream and flesh. • combined spices • pastes.
Recyclable products may include:	• glass bottles and jars • plastics • paper and cardboard • tin or aluminium containers • fuit and vegetable matter.

Kitchen waste and hazardous substances may include:	• Any used or out of date ingredient or food item such as:
	  • cooking oils
	  • animal fat
	  • ghee
	  • dairy products, including milk, yoghurt, cheeses and. soy products
	  • dry goods, such as flours, sugars, pastas and rice
	  • fruit and vegetables
	  • general food items such as sauces, condiments and flavourings, garnishes, coatings and batters
	  • meat, seafood and poultry
	  • meat products such as standard cuts, sausages, hams and salami.
	• Any cleaning agent or chemicals.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHCCC002A Present food

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to efficiently and professionally plate, present and serve food in a commercial kitchen or catering operation. It may include the presentation of food for Asian cuisines.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where food is prepared and served. Those undertaking this role would work under supervision and usually as part of a team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare food for service.	1.1 Identify ***foods*** for menu items. 1.2 Arrange sauces and garnishes to enterprise requirements for specific dishes.
2 Portion and plate food.	2.1 Ensure that sufficient supplies of clean, undamaged crockery are available at temperatures appropriate to food being served. 2.2 Portion food according to enterprise policies and standard recipes. 2.3 Plate food and present neatly and attractively, without drips or spills, to the enterprise requirements for the specified dish, taking into consideration eye appeal, colour and contrast, temperature of food, ***service equipment***, and classical and innovative arrangement styles.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Serve food to be displayed in public areas in appropriate serviceware at the correct temperature, in an attractive manner, without drips or spills and giving attention to colour.
3 Work in a team.	3.1 Demonstrate good teamwork with all kitchen and food service staff to ensure timely, quality service of food.
	3.2 Organise and follow a kitchen routine for food service to maximise food quality and minimise delays.
	3.3 Maintain a high standard of personal and work-related hygiene practices.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- safe work practices according to OHS principles and procedures
- hygienic handling of food and equipment according to regulatory requirements
- waste minimisation techniques and environmental considerations in relation to food presentation
- problem-solving skills to deal with minor problems such as shortages of ingredients, spillages and mistakes
- literacy skills to read menus and orders
- numeracy skills to calculate portions and plate menu items uniformly.

The following knowledge must be assessed as part of this unit:

- use and characteristics of basic food products and types of menus as required
- classical and innovative styles of food presentation for major food groups.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- application of hygiene and safety principles and procedures
- ability to plate, present and serve a general range of foods efficiently and within realistic workplace time constraints
- ability to work as part of a team in a positive and courteous manner.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to a range of equipment for presenting food, including:
- appropriate crockery and utensils for service
- food and beverage trays
- buffet table or unit (if displaying as buffet)
- buffet display items, such as platters
- display boards
- use of authentic menu items.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate working as a member of a team and plating and presenting food
- written or oral questions to assess knowledge of presentation techniques for different food items
- review of portfolios of evidence, such as photographs, and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: SITHCCC001B Organise and prepare food.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

A variety of ***foods*** must be plated, presented and served, including:	• entrees • main courses • desserts • soups • sandwiches • breakfast items • canapés and appetisers.
Service equipment may include:	• food and beverage trays • buffet or suitable table • dishes and platters • buffet and smorgasbord display items.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC003B Receive and store kitchen supplies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to receive and store supplies in commercial cookery or catering operations. It focuses on the general stock handling procedures required for food and kitchen-related goods.

Supplies refer to all perishable and non-perishable goods received from both internal and external suppliers and maintained within a stock control system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where kitchen supplies are received and stored, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role would work under supervision and would usually be part of a team.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Take delivery of supplies.	1.1 Check all incoming ***supplies*** against specifications, orders and delivery documentation taking into account quantity, size, weight, quality and freshness, according to enterprise procedures and regulatory requirements.
	1.2 Identify and record information about the supplier, any ***temperature checks*** undertaken, any ***variations and discrepancies*** and report them to the appropriate person.
	1.3 Inspect supplied items for damage, quality, use-by dates, breakages or discrepancies and record details

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	according to enterprise policy and ***regulatory requirements***.
	1.4 Manage excess stock appropriately, according to enterprise policy.
2 Store supplies.	2.1 Transport supplies to appropriate storage area promptly, ensuring that stock is protected from loss, contamination, spoilage, temperature abuse and pests according to OHS and food safety procedures.
	2.2 Store supplies in appropriate ***storage*** area, ensuring compliance with enterprise procedures, food safety program, and regulatory requirements for temperature, ventilation and sanitation.
	2.3 Record supply levels accurately and promptly according to enterprise procedures and regulatory requirements.
	2.4 Label supplies according to enterprise procedures.
3 Rotate and maintain supplies.	3.1 Rotate supplies according to enterprise policy.
	3.2 Move and shift supplies according to safety and hygiene requirements.
	3.3 Check the quality of supplies and complete reports as required.
	3.4 Dispose of damaged or spoiled supplies according to enterprise and regulatory requirements.
	3.5 Safely dispose of all excess or spoilt stock and waste, especially hazardous substances, to minimise negative environmental impacts.
	3.6 Identify and report any problems promptly.
	3.7 Maintain storage areas in optimum condition, ensuring that they are clean, at required temperature, free from vermin or infestation and free from defects.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use a thermometer correctly to undertake temperature checks using a thermometer for a range of foods at different temperatures
- logical and time-efficient work flow
- safe work practices, particularly in relation to lifting and handling, and stacking and transporting goods
- waste minimisation techniques and environmental considerations in relation to receipt and storage of kitchen supplies.
- problem-solving skills to deal with minor problems such as shortages, variations and errors
- literacy skills to read and check delivery documentation against order requirements and complete records relating to deliveries
- numeracy skills to count and check quantities of stock.

The following knowledge must be assessed as part of this unit:

- principles of stock control, including:
  - rotation
  - correct storage procedures for specific goods
  - food segregation
  - checking for slow moving items
- common examples of stock control documentation and systems
- enterprise requirements and procedures related to the Australia New Zealand Food Standards Code and food safety programs
- suitable storage for the various types of food
- basic supplies and commodities
- hygiene procedures related to stock handling and storage
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to receive, handle and store kitchen supplies safely and efficiently
- knowledge of the OHS and hygiene issues related to receipt, handling and storage of supplies.

Context of and specific resources for assessment

Assessment must ensure:

- access to a range of perishable and non-perishable supplies
- demonstration of skills within a fully equipped kitchen storage area as defined in the Assessment Guidelines.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate receiving and storing supplies for an operational commercial kitchen
- written or oral questions to test knowledge of stock procedures for different food items
- review of workplace reports and records related to stock control, prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Supplies:	• must include:
	  • food, including dry goods, dairy products, meat and seafood, poultry, fruit and vegetables and frozen goods
	• may include:
	  • beverages
	  • utensils and equipment for food preparation
	  • cleaning materials and equipment
	  • linen, such as tea towels, serviettes, tablecloths and aprons
	  • stationery, vouchers and tickets.

Temperature checks may be taken for a range of foods at different temperatures, including:	• raw foods • ingredients • cold, frozen or reheated foods or ingredients.
Variations and discrepancies must include:	• rejection of food that is likely to be contaminated, for example, it is at the incorrect temperature (food that is intended to be frozen but has thawed, or cold food that is in the temperature danger zone) • packaged food that is exposed through damaged packaging • incorrect quantities, amounts or weights • wrong product.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Regulatory requirements include:	• Australia New Zealand Food Standards Code • local, state or territory food safety regulations.
Storage may include:	• refrigeration • freezers • coolrooms • dry stores.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC004B Clean and maintain kitchen premises

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to clean and maintain kitchens, and food preparation and storage areas in commercial cookery or catering operations. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all enterprises with kitchen premises and equipment, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role work under supervision, usually as part of a team such as kitchen attendants and cooks.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Clean, sanitise and store equipment.	1.1 Select and prepare suitable wet and dry cleaning agents and chemicals according to relevant manufacturer and ***OHS and environmental requirements***
	1.2 Clean and sanitise ***equipment*** and utensils according to manufacturer instructions and without causing damage.
	1.3 Store or stack cleaned equipment and utensils safely and in the designated place.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Use ***cleaning equipment*** safely and according to manufacturer instructions.
	1.5 Assemble and disassemble cleaning equipment in a safe manner.
	1.6 Store cleaning equipment safely and correctly in the designated position and area.
2 Clean and sanitise premises.	2.1 Follow cleaning schedules correctly.
	2.2 Use chemicals and equipment correctly and safely to clean and sanitise walls, floors, shelves and other ***surfaces***.
	2.3 Clean and sanitise walls, floors, shelves and working surfaces without causing damage to health or property.
	2.4 Follow ***procedures in the event of a chemical accident*** according to enterprise policy and procedures.
	2.5 Sort ***linen*** and safely remove it according to enterprise procedures.
3 Reduce negative environmental impacts.	3.1 Use energy, water and other resources efficiently when cleaning premises to reduce negative environmental impacts.
	3.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for premises and equipment
- correct and safe usage and storage of cleaning materials and chemicals
- safe work practices, particularly in relation to bending, lifting, carrying and using equipment
- logical and time-efficient work flow

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to deal with difficult or unusual stains and soiling
- literacy skills to read instructions and labels on equipment and cleaning chemicals
- numeracy skills to calculate the dilution requirements of chemical and cleaning products.

The following knowledge must be assessed as part of this unit:

- sanitising and disinfecting methods and procedures and the importance and purpose of each
- hygiene and cross-contamination issues for kitchens
- cleaning procedures for various surfaces and equipment, including wet and dry
- correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials
- enterprise procedures and standards in relation to presentation of premises
- safe work practices relating to use of cleaning equipment, bending and manual handling
- applications of different types of cleaning products
- the essential features of and safe practices for using common hazardous substances used to clean commercial kitchens and in particular substances used by the organisation e.g. cleaning products and chemicals
- the environmental impacts of cleaning commercial kitchens and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for kitchen waste and in particular for hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable enterprise cleaning routines and timeframes • ability to organise resource effective cleaning of both wet and dry areas and large and small equipment and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	utensils commonly found in a commercial kitchen • ability to undertake duties according to organisational food safety, health and safety practices • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • ability to complete cleaning tasks within the timeframe required by a within commercially realistic timeframes.

Context of and specific resources for assessment	Assessment must ensure:
	• demonstration of skills within a fully equipped operational commercial kitchen and kitchen storage area as defined in the Assessment Guidelines
	• access to:
	  • various surfaces for cleaning
	  • appropriate chemicals and material safety data sheets (MSDS)
	  • pest control products
	  • mops, brooms and brushes
	  • cloths, swabs and plastic bucket
	  • personal protective equipment, such as gloves, goggles, face masks and rubber aprons
	  • waste sink for mops
	• use of appropriate cleaning materials and equipment for kitchen areas.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate cleaning a fully equipped commercial kitchen and storage areas • inspection of areas cleaned by the candidate • oral or written questioning to assess knowledge of cleaning and maintenance procedures, materials equipment and hazardous substances, efficient resource use and safety and hygiene issues • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

OHS and environmental requirements may include:	• enterprise policies and procedures related to cleaning operations and disposal of used chemicals • general workplace safety procedures • correct use of manual handling techniques • use of hazardous substances and storage requirements • enterprise security procedures.
Equipment to be cleaned and sanitised must include:	• crockery • glassware • cutlery • utensils • pots, pans and dishes • containers • chopping boards • garbage bins.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Cleaning equipment may include:	• dishwashers • floor scrubbers or polishers • mops • cleaning cloths • brooms and dustpans • pressurised steam and water cleaners.
Surfaces to be cleaned must include:	• walls • floors • shelves • benches and working surfaces • ovens, stoves, cooking equipment and appliances • fridges, freezers and coolrooms • storerooms and cupboards • extraction fans.
Procedures in the event of a chemical accident may include:	• following first aid procedures within scope of individual responsibility • ensuring contaminated food is destroyed • ensuring food preparation area, surfaces and equipment are treated according to enterprise procedures to avoid any risk to food.
Linen may include:	• napkins • tablecloths • serving cloths • tea towels • clothing • cleaning cloths.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC005A Use basic methods of cookery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to use a range of basic cookery methods to prepare menu items for the kitchen of a hospitality or catering operation. The unit underpins effective performance in all other cookery units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and use cooking equipment and technology.	1.1 Select appropriate ***equipment and technology*** for particular cooking methods. 1.2 Use equipment hygienically, safely and according to manufacturer instructions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Prepare and cook food using basic methods of cookery.	2.1 Use various ***cookery methods*** to prepare dishes to enterprise standard. 2.2 Calculate correct quantities and ratios of ***commodities*** for specific cookery methods. 2.3 Complete cooking process in a logical and safe manner. 2.4 Identify problems with the cooking process promptly and take corrective action. 2.5 Prepare dishes using a range of methods and current technology within acceptable enterprise and customer timeframes. 2.6 Work cooperatively with kitchen and front-of-house colleagues to ensure timely preparation of dishes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- use and characteristics of a range of equipment used for the required methods of cookery
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- waste minimisation techniques and environmental considerations in relation to different cookery methods
- problem-solving skills to deal with problems such as shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure
- literacy skills to read menus, orders and instructions
- numeracy skills to calculate quantities and portions against orders.

The following knowledge must be assessed as part of this unit:

- food classification for the major food groups
- characteristics of different foods and appropriate cookery methods

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- underlying principles of all basic methods of cookery
- culinary terms commonly used in association with the required methods of cookery
- effects of different cookery methods on the nutritional value of food
- principles and practices of personal and professional hygiene related to working in a kitchen, including appropriate uniform and personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare dishes on more than one occasion within realistic workplace time constraints using a range of cookery methods
- knowledge of major food groups, culinary terminology and equipment as they relate to the required methods of cookery
- application of hygiene and safety principles and procedures during the cooking process.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- demonstration of cookery methods with commodities from the major food groups, including different menus and food items
- access to appropriate utensils, cutlery and equipment to undertake the full range of basic cookery methods, including poaching, stewing, braising, roasting, deep and shallow frying, boiling, atmospheric and pressure

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

steaming, grilling and baking
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using the required cookery methods
- sampling of dishes prepared by the candidate
- written or oral questions to test knowledge on suitable cookery methods for particular food items, safety issues and food quality indicators
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXFSA001A Implement food safety procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Equipment and technology may include:	• electric, gas or induction ranges • ovens, including combi ovens • microwaves • grills and griddles • deep-fryers • salamanders • food processors • blenders • mixers • slicers • tilting frypan and bratt pan • steamers • utensils • cutlery.
Cookery methods may include any used within an enterprise but must include the following:	• boiling • poaching • steaming • stewing • braising • roasting • baking • grilling • shallow frying • deep-frying • stir-frying • pan-frying.
Dishes to be prepared must use a range of commonly-found ***commodities*** including:	• dairy products, such as milk, butter, yoghurt, cheeses and alternatives • dry goods, such as flours, sugars, pastas and rice • standard fruit and vegetables • eggs • meat, seafood and poultry, which may be fresh, frozen, preserved or pre-prepared, and may also include meat products such as standard cuts, sausages, hams, salami and other meat products • general food items, such as oils, sauces, condiments

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

and flavourings, garnishes, coatings and batters.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC006A Prepare appetisers and salads

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present appetisers and salads in a commercial kitchen or catering operation.

Appetisers are foods that normally precede a meal, or may be served as an accompaniment to drinks. They include a range of hot and cold dishes which can be either classical or modern, and vary in ethnic and cultural origins. Salads may be vegetable or fruit-based, and may also include classical or modern and varying ethnic and cultural types.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and present a variety of salads and dressings.	1.1 Choose suitable ingredients that meet enterprise quality standard for ***salads*** and ***dressings***. 1.2 Prepare salads using fresh seasonal ingredients to an acceptable enterprise standard to maximise nutritional value, eating characteristics and taste.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Prepare suitable sauces and dressings to either incorporate into, or accompany, salads.
	1.4 Present salads attractively according to enterprise standards.
2 Prepare and present a range of hot and cold appetisers.	2.1 Produce ***appetisers*** to an acceptable enterprise standard using the correct ingredients ensuring symmetry and neatness of presentation, appropriate ingredient combinations, precise and uniformly cut ingredients, and attractive serviceware and garnishes.
	2.2 Select and prepare glazes correctly, where required.
	2.3 Select and use correct equipment to assist in production of appetisers.
	2.4 Use quality trimmings or other leftovers where and when appropriate.
	2.5 Prepare and present appetisers in a hygienic, logical and sequential manner within the required timeframe.
	2.6 Present appetisers attractively according to classical, cultural or enterprise standards.
3 Store appetisers and salads.	3.1 Store appetisers and salads in appropriate conditions and containers and at the correct temperature to maintain freshness, taste and quality.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- knife skills to prepare a range of appetisers and salads
- safe work practices, particularly when using knives
- logical and time-efficient work flow
- waste minimisation techniques and environmental considerations in relation to appetisers and salads

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to deal with problems such as shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure
- literacy skills to read menus, orders and instructions
- numeracy skills to calculate quantities and portions against orders.

The following knowledge must be assessed as part of this unit:

- historical development and current trends in salads and appetisers
- suitable commodities and food combinations for use in salads and appetisers
- compatible dressings and sauces for incorporating into or accompanying salads
- methods of attractive presentation for salads and appetisers
- nutritional values of appetisers, salads and salad ingredients and the effects of cooking on nutrients
- culinary terms commonly used in the industry with regard to appetisers and salads
- principles and practices of hygiene related to working in a kitchen, including appropriate uniform and other personal protective equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a variety of appetisers and salads from different recipes and cultural backgrounds • ability to prepare a number of appetisers and salads within industry realistic timeframes • ability to present appetisers and salads attractively and creatively.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	commercially realistic food preparation area with appropriate and industry-current equipment, as defined in the Assessment Guidelines • a variety of suitable ingredients for appetisers and salads • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing appetisers and salads • sampling of dishes prepared by the candidate • written or oral questions to test knowledge on commodity knowledge and food safety issues • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC007A Prepare sandwiches.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Salads may be:	• garden salads • fruit salads • classical salads, e.g. caesar and waldorf • modern • diverse cultural and ethnic recipes • warm or cold.
Dressings may include:	• French • classic • diverse cultural and ethnic.
Appetisers may also be referred to as and must include:	• hors d'oeuvres • canapés • savouries • antipasto • tapas • finger foods • sandwiches.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHCCC007A Prepare sandwiches

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation.

Sandwiches may be classical or modern, hot or cold, of varying cultural and ethnic origins and use a variety of fillings and types of bread.

Sandwiches may be pre-prepared or made on demand according to customer requests.

Preparation, presentation and storage potential of sandwiches will depend on bread types and fillings.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in hospitality and catering enterprises where sandwiches are prepared and served such as restaurants, cafes, cafeterias and other catering operations.

Those undertaking this role usually work under supervision and as part of a team.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and present a variety of sandwiches.	1.1 Prepare a variety of ***sandwich types***, including classical and contemporary. 1.2 Select suitable bases from a range of bread types. 1.3 Produce sandwiches using the correct ingredients to an acceptable enterprise ***standard***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 ***Prepare*** sandwiches using a range of appropriate ***techniques***.
	1.5 Select appropriate equipment for toasting and heating and use it correctly and safely.
	1.6 Prepare and present sandwiches in a logical and sequential manner within the required timeframe.
	1.7 Prepare sandwiches according to enterprise standards and customer requests.
	1.8 Present sandwiches in an attractive manner, using suitable garnishes and serviceware.
2 Store sandwiches.	2.1 ***Store*** sandwiches hygienically at the correct temperature and in appropriate conditions to maintain freshness and quality.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- creative presentation techniques for sandwiches
- logical and time-efficient work flow
- safe work practices, particularly in relation to cutting and slicing
- waste minimisation techniques and environmental considerations in relation to preparation of sandwiches
- problem-solving skills to deal with problems such as shortages of food items, mistakes or problems in sandwiches produced, and equipment failure
- communication skills to listen and understand and clarify customer requirements, provide information and interpret non-verbal communication
- literacy skills to read requirements of orders and menus
- numeracy skills to calculate quantities and portions against sandwich orders
- organisational skills and teamwork.

The following knowledge must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- suitable breads and fillings and appropriate food combinations for sandwiches
- suitable storage techniques to maintain optimum quality of ingredients
- culinary terms commonly used in the industry in relation to sandwiches
- principles and practices of hygiene, including dress standards
- basic food information in relation to special dietary needs and customer requests, and suitable breads and ingredients to meet these needs
- portion control for sandwiches
- past and current trends in sandwiches.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a variety of sandwiches of different types using different breads and ingredients • ability to prepare a quantity of sandwiches within industry-realistic timeframes • ability to present sandwiches attractively • hygienic food-handling practices • safe work practices, particularly in relation to cutting and slicing.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, commercially realistic food preparation area for sandwich production, as defined in the Assessment Guidelines • use of authentic ingredients for sandwiches • industry-realistic ratios of staff to customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate making sandwiches and preparing fillings
- sampling of sandwiches prepared by the candidate
- written or oral questions to test knowledge of appropriate food combinations for sandwiches and hygienic food-handling requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC002A Present food

SITHCCC006A Prepare appetisers and salads.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Sandwich types to be prepared may include:	• pullman • open sandwiches • club sandwiches • pinwheel, domino or chequerboard sandwiches • filled rolls, focaccia or pita bread • those using specialised or ethnic breads such as dark rye, gluten-free and Turkish.
Standard for producing sandwiches must ensure:	• neatness of presentation • appropriate ingredient combinations • precise and uniformly cut ingredients • uniform size and shape • attractive serviceware and garnishes.
Preparation and ***storage*** of sandwiches must include consideration of:	• bread type • ingredients, nature and consistency of fillings • need for chilling • use of plastic wrap or foil • use of bulk-storage containers • use of customised containers for display, presentation and sale.
Techniques for making sandwiches may include:	• spreading • layering • piping • portioning • moulding • cutting • garnishing.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC008A Prepare stocks, sauces and soups

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare various stocks, sauces and soups in a commercial kitchen or catering operation.

Stocks, sauces and soups can be classical or contemporary and be from varying ethnic and cultural origins. Soups may be served hot or cold.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare stocks, glazes and essences required for menu items.	1.1 Use ingredients and flavouring agents according to standard recipes and enterprise standards. 1.2 Produce a variety of ***stocks***, glazes and essences to enterprise standards.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Use clarifying agents appropriately.
2 Prepare sauces required for menu items.	2.1 Produce a variety of hot and cold ***sauces*** from classical and contemporary recipes. 2.2 Make appropriate derivations from basic sauces. 2.3 Use a variety of thickening agents and convenience products appropriately. 2.4 Evaluate sauces for flavour, colour and consistency and rectify any problems.
3 Prepare soups required for menu items.	3.1 Select and assemble the correct ingredients to produce ***soups***, including stocks and prepared garnishes. 3.2 Produce a variety of soups to enterprise standards. 3.3 Use clarifying and ***thickening agents and methods***, and ***convenience products*** where appropriate. 3.4 Evaluate soups for flavour, colour, consistency and temperature and rectify any problems. 3.5 Present soups at the right temperature in clean serviceware without drips and spills, using suitable garnishes and accompaniments.
4 Store and reconstitute stocks, sauces and soups.	4.1 Store stocks, sauces and soups to maintain optimum freshness and quality. 4.2 Reconstitute stocks, sauces and soups to appropriate standards of consistency.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- using various stocks and bases for a range of soups and sauces
- logical and time-efficient work flow
- safe work practices, particularly in relation to bending and lifting
- waste minimisation techniques and environmental considerations in relation to soups, stocks and sauces
- problem-solving skills to deal with problems such as mayonnaise breaking or soup curdling, shortages of food items and equipment failure
- literacy skills to read orders and instructions
- numeracy skills to calculate quantities and portions against orders
- organisational skills and teamwork.

The following knowledge must be assessed as part of this unit:

- principles and techniques of producing stocks, sauces and soups to industry standards
- common problems in stocks, sauces and soups and how to identify and rectify them
- culinary terms commonly used in the industry in relation to stocks, sauces and soups
- appropriate ingredients and food components that may be substituted to meet special dietary and cultural needs
- principles and practices of hygiene on a personal and professional level.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a variety of stocks, sauces and soups from different recipes and cultural backgrounds • detailed commodity knowledge of different classifications of stocks, sauces and soups • preparation of sauces and soups for customers within typical workplace conditions, including working within time constraints.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to appropriate equipment for stocks, sauces and soups, including stock pots and mouli or food processor
- industry-realistic ratios of kitchen staff to customers
- use of a variety of real, suitable ingredients for stocks, sauces and soups.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate making stocks, sauces and soups
- sampling of dishes prepared by the candidate
- written or oral questions to test commodity knowledge of stocks, sauces and soups
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate, such as menus and photographs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Stocks and sauces:

- must include a selection from each of the following:
  - reduced sauces
  - thickened sauces
  - hot, warm and cold emulsion
- may include:
  - demi-glacé
  - béchamel
  - chicken and fish velouté
  - hollandaise and béarnaise
  - mayonnaise
  - jus and coulis.

Soups must include a selection from each of the following:

- clear
- broth
- purée
- cream
- bisque.

Thickening agents and methods may include:

- white, blond and brown roux
- beurre mani
- cornflour, arrowroot and potato flour
- bread
- modified starch
- liaison
- sabayon.

Convenience products may include:

- stocks
- boosters
- bouillons
- flavour enhancers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare various vegetables, fruit, eggs and farinaceous dishes in a commercial kitchen or catering operation.

Vegetables and fruit may be fresh, preserved or frozen, and selected according to seasonal availability, menu and enterprise requirements. A variety of vegetables and fruit, and vegetable and fruit dishes must be prepared and cooked. These may be classical or contemporary, from various ethnic or cultural origins, and may be offered as main dishes, appetisers or salads, or accompaniments.

Potato accompaniments must include both classical and contemporary dishes.

Egg dishes should, unless otherwise required, use hen eggs that may be fresh, dried, frozen or preserved.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Prepare vegetable and fruit dishes.	1.1 Select vegetables and fruit in season according to availability, quantity, quality and price.
	1.2 Select vegetables, fruit and potato accompaniments to complement and enhance menu items.
	1.3 Prepare and, where appropriate, cook a variety of vegetables and fruit dishes using suitable cookery methods and preserving optimum quality and nutrition.
	1.4 Where appropriate, select suitable sauces and accompaniments to be served with vegetables.
	1.5 Present vegetable and fruit attractively using suitable garnishes, where appropriate.
2 Prepare farinaceous dishes.	2.1 Select and prepare a variety of ***farinaceous foods*** according to standard and enterprise recipes.
	2.2 Prepare farinaceous foods using appropriate methods to ensure optimum quality.
	2.3 Select sauces and accompaniments that are appropriate to farinaceous foods.
3 Prepare and cook egg-based dishes.	3.1 Prepare and cook a variety of ***egg-based dishes*** according to standard recipes, using a range of methods including boiling, poaching, frying and scrambling.
	3.2 Prepare and cook egg dishes to ensure optimum and desired quality, consistency and appearance.
	3.3 Select sauces and accompaniments appropriate to eggs.
	3.4 Use eggs for a variety of ***culinary uses***.
4 Store vegetables, eggs and farinaceous foodstuffs.	4.1 Store fresh and processed eggs, vegetables and fruit, and farinaceous foodstuffs at correct temperatures and under correct conditions to maintain optimum freshness and quality.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cutting and presentation techniques, particularly in relation to vegetables and fruit
- organisational skills and teamwork
- logical and time-efficient work flow
- waste minimisation techniques and environmental considerations in relation to vegetables, fruit, eggs and farinaceous dishes
- safe work practices, particularly in relation to using knives
- problem-solving skills to deal with problems such as shortages of food items, mistakes or problems in commodities or meals produced, and equipment failure
- literacy skills to read orders and instructions
- numeracy skills to calculate quantities and portions against orders.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of vegetables, fruit, eggs and farinaceous foods
- past and current trends in culinary uses and dishes using vegetables, fruit, eggs and farinaceous foods
- nutrition related to vegetables, fruit, eggs and farinaceous dishes, in particular the food values of commodities and the effects of cooking on the nutritional value of food
- culinary uses and common industry terms in relation to vegetables, fruit, egg and farinaceous dishes
- principles and practices of hygiene, in particular those related to the use of raw ingredients.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to prepare a variety of dishes using vegetables

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency	and fruit • ability to prepare a variety of egg-based dishes, both classical and contemporary of varying cultural origins, using a variety of methods • ability to make a variety of farinaceous dishes and present them with suitable accompanying sauces • detailed understanding of the different classifications of vegetables, fruit, eggs and farinaceous products • preparation of dishes for customers within typical workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines • use of authentic ingredients • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing dishes • sampling of dishes cooked by the candidate • written or oral questions to test knowledge of of safety issues and appropriate cooking methods for various commodities • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC006A Prepare appetisers and salads.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Farinaceous foods may include:

- pasta
- rice
- polenta
- noodles
- couscous
- semolina
- pulses
- cracked wheat.

Egg-based dishes must include:

- omelettes and frittatas
- soufflés
- eggs benedict
- egg salads
- egg dips.

Culinary uses must include:

- aerating
- binding
- setting
- coating
- enriching
- emulsifying
- glazing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- clarifying
- garnishing
- thickening.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC010A Select, prepare and cook poultry

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select, prepare, cook, present and store poultry in a commercial kitchen or catering operation.

Poultry dishes may be classical and contemporary and from a variety of ethnic and cultural origins.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where poultry is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and purchase poultry.	1.1 Select and purchase ***poultry*** according to quantity and quality required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Handle and store poultry.	2.1 Handle poultry efficiently and hygienically to minimise risk of food spoilage or cross-contamination. 2.2 Thaw frozen poultry correctly and safely. 2.3 Store poultry ensuring optimal storage conditions and temperature for poultry are maintained.
3 Prepare, cook and present poultry.	3.1 Use poultry ***preparation techniques*** correctly. 3.2 Prepare and cook a variety of poultry dishes according to standard recipes and enterprise standards, using appropriate ***cookery methods***. 3.3 Serve poultry according to enterprise standards, including carving, slicing or leaving whole. 3.4 Present poultry using suitable sauces, garnishes and accompaniments.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- waste minimisation techniques and environmental considerations in relation to poultry
- organisational skills and teamwork
- safe work practices, particularly in relation to cutting
- problem-solving skills to deal with problems such as shortages of food items and equipment failure
- literacy skills to read orders and instructions
- numeracy skills to calculate quantities and portions against orders.

The following knowledge must be assessed as part of this unit:

- classification of varieties of poultry and poultry items
- quality criteria for poultry
- appropriate cookery methods for poultry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- past and current trends in poultry dishes
- nutrition related to poultry, including food values and any specific issues
- culinary terms commonly used in the industry relating to poultry
- principles and practices of hygiene, particularly in relation to cross-contamination
- costing, yield testing and portion control for poultry.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare and cook a variety of poultry dishes using a variety of culinary methods to enterprise standards • preparation of dishes for customers within typical workplace time constraints • detailed understanding of the different classifications of poultry • understanding and demonstration of particular storage and handling issues in relation to poultry.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines • access to suitable equipment for de-boning, stuffing, filleting, rolling and trussing, larding and marinating • use of authentic ingredients • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate handling and cooking poultry
- sampling of dishes cooked by the candidate
- written or oral questions to test knowledge of issues involved in cooking poultry, food safety issues and appropriate cookery methods for poultry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Poultry may include:

- chicken, turkey, duck and goose
- pheasant, quail, pigeon, guinea fowl and wild duck.

Poultry ***preparation techniques***

- de-boning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

must include:	• stuffing • filleting • trimming • rolling and trussing • larding • marinating.
Cookery methods for poultry must include:	• roasting and pot-roasting • sautéing and braising • deep-frying • poaching and stewing • grilling.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC011A Select, prepare and cook seafood

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select, prepare, present and store seafood in a commercial kitchen or catering operation.

Menu items to be produced from seafood may include a variety of classical and contemporary dishes, of varying cultural and ethnic origins, and may involve raw or cooked fish, shellfish and seafood by-products.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where seafood is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and store seafood.	1.1 Select ***seafood*** according to quality, seasonal availability, price and requirements for specific menu items.
	1.2 Estimate yields accurately for various types of seafood.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Maintain and kill live seafood, where used, in a humane manner and according to government regulations.
	1.4 Handle and store seafood hygienically and correctly.
	1.5 Thaw frozen seafood to ensure maximum quality, hygiene and nutrition.
	1.6 Where applicable, check date stamps and codes to ensure quality control.
2 Prepare and cook fish and shellfish.	2.1 Clean, gut and fillet ***fish*** correctly and efficiently according to enterprise standards.
	2.2 Clean and prepare shellfish and other types of seafood according to enterprise standards.
	2.3 ***Cook seafood*** to enterprise standards using a variety of cookery methods.
	2.4 Use fish and shellfish by-products appropriately for a variety of dishes and menu items.
3 Present fish and shellfish.	3.1 ***Prepare and present*** fish and shellfish for service.
	3.2 Prepare suitable sauces and dips according to standard recipes and as required to accompany menu items.
	3.3 Select plate presentations and garnishing techniques and use according to recipes and enterprise standards.
	3.4 Carry out service according to enterprise methods and standards.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cutting and presentation techniques, particularly in relation to fish and crustaceans
- waste minimisation techniques and environmental considerations in relation to seafood
- safe work practices, particularly in relation to using sharp knives

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to deal with problems such as shortages of food items and inferior quality of commodities
- literacy skills to read orders and instructions
- numeracy skills to calculate quantities and portions against orders.

The following knowledge must be assessed as part of this unit:

- classification and varieties of fish and shellfish
- appropriate cookery methods for fish and shellfish
- criteria for judging the quality of fresh fish and shellfish
- storage requirements for fish and shellfish
- costing, yield testing and portion control for seafood
- nutrition in relation to fish and shellfish, in particular the nutritional value of fish and shellfish and specific dietary issues, including allergies and intolerances
- culinary terms commonly used in the industry in relation to fish and seafood
- principles and practices of hygiene, particularly in relation to the handling and storage of fish and seafood.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare and serve a variety of fish and shellfish raw or cooked as appropriate to enterprise standards • preparation of dishes for customers within typical workplace time constraints • detailed understanding of the different classifications of seafood • understanding and demonstration of storage and handling issues related to seafood.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to specific equipment for preparing seafood, including fish poacher or similar, fish scaler and pliers or tweezers
- use of authentic ingredients
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and cooking fish and shellfish
- sampling of dishes cooked by the candidate
- written or oral questions to test knowledge on storage issues related to fish and shellfish
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Seafood must include:	• shellfish, including molluscs and crustaceans • fish.
Fish may be fresh, frozen or preserved, from ocean or freshwater, and includes:	• octopus and squid • flat fish • round fish • fillets • whitefish • oily fish.
Considerations for ***cooking seafood*** must include:	• variety of fish and shellfish • cut and size or portion • whole fish or fillets • texture and types of flesh • bone in or boneless portions.
Considerations for ***preparing and presenting*** fish and shellfish must include:	• palatability • visual appearance • harmony of ingredients • comparative size between dish and garnish • quality and taste.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC012A Select, prepare and cook meat

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select, prepare, cook and store meats in a commercial kitchen or catering operation.

Meats include primary, secondary and portioned cuts of pork, lamb, beef and veal; and game, fancy meats and offal.

Meats may be fresh, frozen, cryovac or preserved.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where meat is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select meats.	1.1 Select primary, secondary and portioned cuts of pork, lamb, beef and veal required for menu items.
	1.2 Select ***game***, ***fancy meats and offal*** as required for menu items.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Apply and use leftovers to minimise waste and maintain quality.
	1.4 Select low-cost cuts and meat products when and where appropriate.
	1.5 Select the best supplier for quality and price according to enterprise requirements.
	1.6 Minimise wastage through appropriate purchase and storage techniques.
2 Prepare and portion meats.	2.1 Select and use suitable ***knives and equipment*** for meat preparation and cooking.
	2.2 ***Prepare and portion*** meat cuts, game, fancy meats and offal according to menu requirements.
	2.3 Prepare and use suitable marinades where appropriate for a variety of meat cuts.
3 Cook and present meats for service.	3.1 Select and use a variety of appropriate ***cooking methods*** for meats.
	3.2 Cook and present a variety of primary, secondary and portioned meat cuts to standard recipe specifications.
	3.3 Cook and present a variety of game, fancy meats and offal to standard recipe specifications.
	3.4 Portion and serve meats according to menu requirements.
	3.5 Carve meats using the appropriate tools and techniques, taking into consideration meat structure, bone structure and minimal waste.
4 Store meats.	4.1 Store fresh and cryovac meats according to health regulations.
	4.2 Age fresh meat correctly, where required, to maximise and maintain quality.
	4.3 Thaw frozen meats correctly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- organisational skills and teamwork
- logical and time-efficient work flow
- waste minimisation techniques and environmental considerations in relation to meat
- safe work practices, in particular in relation to cutting
- problem-solving skills to deal with quality problems such as meat that is tough or has too much fat
- literacy skills to read menus, recipes and task sheets
- numeracy skills to calculate portions, and weigh and measure quantities of meat and meat portions.

The following knowledge must be assessed as part of this unit:

- characteristics of types of meats, including type, cut, quality and fat content
- characteristics of different meat cuts, including primary, secondary and portioned cuts
- appropriate trade names and culinary terms for Australian standard meat cuts
- principles and practices of storing, freezing and aging meat
- appropriate preparation and cookery methods for various cuts and types of meat
- uses and characteristics of various knives and equipment
- cutting techniques in relation to meat
- knife care and maintenance
- nutrition in relation to meats, including food values of meats
- culinary terms commonly used in the enterprise and industry in relation to meat and meat cuts
- principles and practices of hygiene, in particular in relation to handling and storing meat
- costing, yield testing and portion control for meat.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- detailed understanding of the different classifications of meats
- use of a wide range of meat types, cuts and products
- ability to use safe and accurate cutting techniques
- ability to use a variety of preparation techniques for meats, as appropriate
- ability to prepare and cook a variety of meat and meat dishes using suitable cooking techniques to enterprise standards
- preparation of dishes for customers within typical workplace time constraints
- hygienic handling and storing of meat.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational, commercial kitchen, including industry-current equipment and knives, as defined in the Assessment Guidelines
- access to specific equipment for preparing meat, including meat mallet or hammer, and mesh or nylon cut-resistant gloves
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and cooking meats
- sampling of meat dishes cooked by candidate
- tests on knowledge of different cuts of meat
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Game**, **fancy meats and offal may include:	• venison • boar • rabbit • hare • buffalo • crocodile • kangaroo • ostrich • emu • ox tails • sweetbreads • brains • kidney • liver • tongue.
Knives and equipment may	• butcher and boning knives

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• saws and meat cleavers • meat bats • meat hooks • larding needles • knife sharpening equipment • mincers • bowl choppers • slicing machines • food processors • meat thermometers • weighing scales.
Preparation and portioning techniques must include:	• boning, cutting, trimming and mincing • weighing and portioning • larding, tenderising, rolling and trussing • stuffing, tying and skewering.
Cooking methods suitable for meat must include:	• roasting • grilling • frying • braising • stewing.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC013A Prepare hot and cold desserts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare a range of hot, cold and frozen desserts in a commercial kitchen or catering operation.

Desserts may include foods from varying cultural origins, and may be derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where desserts are prepared and served, including restaurants, coffee shops and catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and produce desserts and sweets.	1.1 Select, measure and weigh ingredients according to recipe requirements.
	1.2 Select and use appropriate ***equipment***.
	1.3 Use standard or enterprise recipes to produce a variety of hot, cold and frozen ***desserts and sweets*** appropriate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	for a variety of menus and catering establishments.
	1.4 Produce creative and innovative desserts and sweets using a range of appropriate ingredients.
2 Decorate, portion and present desserts and sweets.	2.1 Decorate desserts and sweets appropriately to enhance presentation.
	2.2 Portion desserts and sweets according to enterprise standards.
3 Prepare sweet sauces.	3.1 Produce a range of hot and cold ***sauces*** to a desired consistency and flavour.
	3.2 Use ***thickening agents*** suitable for sweet sauces where appropriate.
	3.3 Store sauces to retain desired quality and characteristics.
4 Prepare accompaniments, garnishes and decorations.	4.1 Use accompaniments, garnishes and decorations to enhance taste, texture and balance.
	4.2 Ensure that flavours and textures of garnishes complement desserts.
5 Store desserts and sweets.	5.1 Store desserts and sweets at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.
	5.2 Select and use suitable packaging to preserve taste, appearance and eating characteristics.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- organisational skills and teamwork
- waste minimisation techniques and environmental considerations in relation to desserts
- safe work practices in relation to handling hot and frozen products and equipment
- problem-solving skills to deal with shortages of equipment
- literacy skills to read menus, recipes and task sheets
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- details and characteristics of different types of desserts and sweets
- varieties of suitable ingredients for desserts and sweets
- culinary terms commonly used in the industry related to desserts and sweets
- principles and practices of hygiene, particularly in relation to handling and storing dairy products and the safe management of shelf life
- past and current trends in desserts and sweets
- nutrition related to desserts and sweets, including food values of common desserts and low-fat or low-kilojoule alternatives and substituted ingredients
- storage of sweets, desserts and dessert ingredients, particularly dairy products
- costing, yield testing and portion control for desserts.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a variety of different types of desserts and sweets to enterprise standards • preparation of dishes for customers within typical workplace time constraints • ability to present desserts and sweets attractively and decoratively • knowledge of dessert options and ingredients.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- use of a wide range of suitable ingredients for making a variety of desserts and sweets
- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to specific equipment for the preparation of desserts, including commercial or domestic ice-cream machine, templates, portion control markers and scoops, moulds, darioles and ramekins
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate making and presenting desserts
- sampling of desserts made by the candidate
- written or oral questions to test knowledge of culinary terms related to desserts and sweets
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment for making desserts and sweets may include:

- mixers
- blenders
- ice-cream machines
- ice makers
- juicers or vitamisers.

Desserts and sweets may include:

- puddings, pies, tarts, flans and fritters
- custards and creams
- prepared fruit
- charlotte, bavarois, mousse, soufflé and sabayon
- meringues, crepes and omelettes
- sorbet, ice-cream, bombe and parfait.

Sauces may include:

- sugar syrups
- fruit syrups
- fruit purées, sauces and coulis
- chocolate-based sauces
- sabayon and zabaglione
- custards and cremes
- flavoured butters and creams.

Suitable ***thickening agents*** for sweet sauces may include:

- roux
- flour
- cornflour, arrowroot and potato starch
- modified starch
- breadcrumbs
- eggs and egg yolks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC014A Prepare pastries, cakes and yeast goods

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to produce a range of pastries, cakes and yeast-based foods in a commercial kitchen or catering operation.

Pastries, cakes and yeast-based goods may include foods from varying cultural origins and may be derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where pastry, cakes and yeast goods are prepared and served such as restaurants, hotels, cafes and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare, decorate and present pastries.	1.1 Produce a variety of pastries and pastry products according to enterprise standards, including short, puff and choux-based pastries and products.
	1.2 Prepare basic ***pastes*** according to standard recipes or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	industry standards, using appropriate techniques, methods and ***equipment***.
2 Prepare and produce cakes and yeast goods.	2.1 Prepare a variety of ***cakes*** and ***yeast-based products*** according to standard recipes and enterprise practice. 2.2 Prepare a range of ***yeast-based doughs*** to standard recipes. 2.3 Select and use suitable equipment safely and efficiently.
3 Decorate pastries, pastry products, cakes and yeast goods.	3.1 Decorate pastries and pastry products, cakes and yeast goods to enhance appearance, using suitable fillings, icings, ***sauces*** and decorations, to standards recipes and enterprise standards.
4 Portion and store pastries, cakes and yeast goods.	4.1 Apply portion control to minimise wastage. 4.2 Store cakes and pastry products to minimise spoilage and wastage.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- organisational skills and teamwork
- safe work practices, in particular in relation to use of machinery and hot ovens and surfaces
- waste minimisation techniques and environmental considerations in relation to pastry, cakes and yeast goods
- problem-solving skills to deal with problems such as failure of cakes to rise, batter too moist and overcooking
- literacy skills to read menus, recipes and task sheets
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of pastries, cakes and yeast-based products, both classical and contemporary
- past and current trends in pastries, cakes and yeast-based goods
- underlying principles of making pastry and yeast-based products, including basic food science in relation to yeast
- nutrition related to pastries, cakes and yeast-based goods
- culinary terms related to pastries, cakes and yeast-based goods commonly used in the industry
- principles and practices of hygiene, particularly in relation to handling pastes and dough
- storage of cakes and pastries to maintain freshness and quality
- costing, yield testing and portion control for pastries, cakes and yeast-based goods.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • preparation of a variety of different types of pastries, cakes and yeast-based goods, with at least one from each category of pastes • preparation of dishes for customers within typical workplace time constraints • detailed understanding of the different nature and handling requirements of each type of pastry.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational commercial kitchen or pastry kitchen, including industry-current equipment, as defined in the Assessment Guidelines • access to specific equipment for the preparation of pastries, cakes and yeast goods, including templates and cutting guides, dough mixers and rolling pins, cake tins, moulds and forms, piping bags, nozzles and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	decorating accessories • use of authentic ingredients • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate handling and preparing pastries, cakes and yeast-based goods • sampling of pastries, cakes and yeast-based goods made by candidate • written or oral questions to test knowledge of underlying principles of making pastry and yeast-based products • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC013A Prepare hot and cold desserts.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Pastes must include:	• short and sweet paste, e.g. flans, tarts and pies • choux paste, e.g. profiteroles and éclairs • puff paste, e.g. mille feuille • filo or strudel.
Equipment for making pastry, cakes and yeast-based goods may include:	• mixers • blenders • bowl cutters • dough sheets • ovens and proovers • scales and measures • mixing and baking utensils.
Cakes, both large and small, may include:	• sponge cakes • genoise sponge • fruit cake • madeira • Swiss roll • meringues • petits fours • ganache • pastry garnishes, tuilles, sugar and piping • cold set cakes and mousse cakes • friands • muffins.
Yeast-based products may include:	• Danish pastries • sweet buns and hot cross buns • croissants • coffee scrolls • brioches • savarins and rum babas.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Yeast-based doughs to be produced must include:	• basic bread dough • savarin dough • croissant or Danish dough • yeast bun dough.
Sauces may include:	• coulis • Anglaise • sugar syrup • sabayon.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC015A Plan and prepare food for buffets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and prepare foods for buffet situations. There is a close relationship between this unit, which covers the planning, preparation and cooking of food items for buffets, and SITHCCC019A Plan, prepare and display a buffet, which is a more advanced unit and focuses on the overall planning, design and display of buffets.

Buffets may be associated with functions; special occasions and celebrations; and breakfast, lunch or dinner service.

Food items for buffets may be derived from classical or contemporary recipes and from varying ethnic origins. Buffet items may be selected to meet the requirements of particular cultural groups, or a particular cultural theme.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where buffets are prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan the buffet.	1.1 Plan the buffet, including ***foods*** and display, according to enterprise and customer requirements, in consultation with relevant others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Select appropriate food items according to season, budget, occasion and customer requirements.
	1.3 Calculate the buffet cost according to budget and reporting requirements.
	1.4 Plan the layout and display of buffet, taking into consideration type of food, occasion and desired theme.
	1.5 Where required, design and organise or produce a variety of appropriate buffet ***centrepieces and decorations***.
2 Prepare, produce and present foods for buffets.	2.1 Use appropriate methods of cookery to prepare meats, poultry, seafood and other foods for buffets.
	2.2 Where required, glaze buffet items with aspic or gelatine preparations to acceptable enterprise standards.
	2.3 Produce sauces and garnishes suitable for buffet food items.
	2.4 Carve and serve meats according to enterprise standards.
	2.5 Serve and present hot and cold foods according to health and hygiene regulations.
	2.6 Apply portion control to minimise wastage and maximise profit.
	2.7 Arrange and present food items attractively and tastefully to maximise appeal.
3 Prepare and produce desserts for buffets.	3.1 Prepare and produce desserts suitable for buffet presentation using standard and enterprise recipes.
4 Store buffet items.	4.1 Store buffet items at a safe temperature, hygienically and correctly before and after buffet service time.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- a range of cookery skills for a variety of food items
- logical and time-efficient work flow
- presentation techniques for food items that make up a buffet
- waste minimisation techniques and environmental considerations in relation to buffets
- problem-solving skills to deal with problems such as food not being ready on time, or shortages of particular items
- literacy skills to read menus, recipes and task sheets
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- suitable types of foods and dishes for buffets to meet enterprise, customer, nutritional and cultural requirements
- characteristics of food items suitable for buffets and appropriate service conditions and temperatures to maintain optimum quality
- nutrition, in particular the effects of cooking on the nutritional value of food, and ensuring a nutritional balance in buffet menus
- culinary and technical terms commonly used in the industry associated with buffets
- principles and practices of hygiene, particularly related to issues surrounding buffet service
- legislation on food safety related to service of food for buffets.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • detailed understanding of the different nature and handling requirements for buffet food items • preparation of dishes suitable for buffets within typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace time constraints • safe and hygienic practices in the preparation and service of buffets.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment as defined in the Assessment Guidelines, using authentic ingredients • access to specific equipment for buffet preparation, including food and non-food decoration items; suitable display crockery for buffets; and buffet service equipment, such as chafing dishes • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing food for buffets • sampling of buffet items prepared by the candidate • evaluation of a complete buffet planned and coordinated by the candidate • written or oral questions to test knowledge about suitable items for buffets and food safety issues • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC019A Plan, prepare and display a buffet.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Buffet ***foods*** may include:

- selection of hot and cold dishes
- glazed foods, galantines and forcemeats
- meats, poultry, seafood, smallgoods, salads and cheeses
- hot and cold dessert and pastry items.

Centrepieces and decorations, made or arranged, may include:

- floral arrangements
- fruit and vegetable displays
- special theme items
- candles
- special occasion cakes
- glassware and serviceware
- ice, fruit or vegetable, chocolate, salt or margarine carvings.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC016A Develop cost-effective menus

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop menus and plan, prepare and control menu-based catering costs within established enterprise systems. It does not deal with the specialised skills for the development of menus to meet market or special dietary needs which are found in the units SITHCCC035A Develop menus to meet special dietary and cultural needs and SITHCCC040A Design menus to meet market needs.

Menus may be classical, modern or ethnic.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels and other catering operations. It applies to those involved in planning menus and monitoring costs who work with considerable autonomy or in a supervisory role such as cooks, chefs and catering supervisors.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and develop different types of menus.	1.1 Identify enterprise and customer requirements for ***menus***.
	1.2 Prepare menus ensuring that menu items take into account balance in the variety of cooking methods, colours, tastes and textures; nutritional values; seasonal availability; and results of sales analysis and customer feedback.
	1.3 Cost menus to ensure maximum profitability and compliance with enterprise ***costing constraints***.
	1.4 Prepare innovative menus as required by the enterprise,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	type of cuisine or particular situation.
	1.5 Write menus using terminology appropriate to the market and style of menu, with item descriptions that promote menu items.
2 Control catering costs to ensure maximum profitability.	2.1 Select and use appropriate ***catering control systems*** according to enterprise requirements.
	2.2 Plan production schedules, giving consideration to menu constraints, available equipment, expertise of labour and available time.
	2.3 Control labour costs, giving consideration to rosters, scheduling, award conditions and rates.
	2.4 Optimise quality and minimise waste through the application of portion control and effective yield testing.
	2.5 Apply stock control measures by following correct receiving and storing procedures.
	2.6 Apply procedures to maintain security in food production and storage areas to minimise risk of theft, damage or loss.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- various ways of sequencing food items in a menu, including classical and contemporary
- organisational skills and teamwork
- logical and time-efficient work flow
- problem-solving skills to make adjustments to a menu to reduce costs
- literacy skills to read and verify customer profiles and preferences
- numeracy skills to cost menu items and calculate quantities of commodities and other requirements for a menu.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- different types and styles of menus
- historical development of menus, modern trends in menus
- principles of nutrition, including:
  - Dietary Guidelines for Australian Adults
  - Dietary Guidelines for Children and Adolescents in Australia
  - planning nutritionally-balanced menus
- culinary terms related to menus and food items commonly used in the industry
- determinants of profitability in menu-based catering operations
- inventory and stock control systems
- purchasing, receiving, storing, holding and issuing procedures
- costing, yield testing and portion control
- food wastage and control
- labour costs for commercial kitchens in general and for the organisation in particular.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to develop a variety of innovative menus within budgetary guidelines • development of nutritionally and seasonally balanced menus • ability to cost menus to meet enterprise profit requirements.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills in planning and costing multiple menus for different customers and operational needs • use of current industry data and prices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of samples of menus, production schedules, security plans and checklists prepared by the candidate
- oral or written questions to assess knowledge of menu items, menu types and characteristics, portion control and cost control
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC029A Prepare foods according to dietary and cultural needs
- SITHCCC033B Apply catering control principles
- SITHCCC035A Develop menus to meet special dietary and cultural needs
- SITHCCC040A Design menus to meet market needs.

Assessing employability **skills**

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Types of ***menus*** may include:	• table d'hôte • à la carte • set • function • buffet • cyclical.
Costing constraints may include:	• enterprise policy on menu pricing and gross margins • budgets • labour requirements.
Catering control systems can be manual or computerised, and may include use of the following:	• production planning sheets • sales analysis forms • daily kitchen reports • wastage sheets.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC017A Organise bulk cooking operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise bulk cooking operations. It covers those operations where food is provided to large numbers of people and where food production systems are used rather than food being prepared in an à la carte situation.

The selection of food production systems refers to the selection of systems already installed in an enterprise. Purchasing food production systems is covered in SITHCCC036B Select catering systems.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering enterprises where food is prepared and served such as restaurants, hotels and other catering operations. It applies to cooks who usually work as part of a team and under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXFSA001A Implement food safety procedures

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan kitchen operations for bulk cooking.	1.1 Determine required quantities and calculate them according to recipes and specifications.
	1.2 Order food items in correct quantities for requirements.
	1.3 Prepare a mise en place list for food and equipment appropriate to the situation and clear and complete.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Design a work schedule and work flow plan for the relevant section of kitchen, including time and temperature considerations, to maximise teamwork and efficiency and minimise spoilage, contamination and other risks to food safety.
2 Organise production of bulk cooking menus.	2.1 Organise preparation and service of orders for the relevant section of the kitchen. 2.2 Control the sequence of dishes to enable smooth work flow, and minimise delays and risks to food safety. 2.3 Exercise quality control at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are to the required standards. 2.4 Put in place appropriate procedures to ensure that receiving, storing and cleaning procedures are correctly followed.
3 Select systems for bulk cooking.	3.1 Select appropriate ***food production systems*** for bulk cooking according to relevant ***factors***. 3.2 Identify ***appropriate equipment*** to assist production and cooking operations.
4 Use preparation and cooking techniques appropriate to bulk cooking system.	4.1 Select menu items compatible with the type of system chosen. 4.2 Prepare and serve specialist recipes taking into account the type of food service system. 4.3 Prepare food using methods that take into account the effects of different methods of preparation on nutrition quality and structure. 4.4 Use systems and equipment safely and hygienically according to ***legislative and regulatory requirements***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- organisational skills and teamwork sufficient to coordinate bulk cooking
- logical and time-efficient work flow
- safe work practices, in particular in relation to bending and lifting, using equipment, and contact with steam and heated surfaces
- problem-solving skills to deal with quality shortfalls in bulk cooking and to assess routine and non-routine cleaning and equipment maintenance
- literacy skills to research and prepare reports on different bulk cooking systems and equipment
- numeracy skills to calculate quantities of commodities and other ingredients required for bulk cooking operations.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of different types of food production systems, including:
  - fresh cook
  - cook-chill for five day shelf life
  - cook-chill for extended life
  - cook-freeze
- equipment requirements for particular food production systems
- nutrition principles relating to each system, in particular the effects of cooking on the nutritional value of food
- culinary terms commonly used in the industry related to food production systems
- principles and practices of hygiene related to particular food production systems
- purchasing, receiving, storing, holding and issuing procedures in relation to bulk cooking
- costing, yield testing and portion control in relation to bulk cooking
- hazard analysis and critical control point (HACCP) or other food safety program requirements for the entire bulk cooking system, including service
- relevant legislation, including that concerning OHS legislation, food safety and use of particular equipment.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- knowledge of food safety requirements in relation to bulk cooking
- safe work practices in relation to manual handling, use of equipment and heated surfaces
- ability to produce bulk food and maintain quality outcomes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen with industry-current equipment as defined in the Assessment Guidelines, including full coordination of more than one bulk cooking operation
- access to specific bulk cooking systems and equipment, including bratt pan
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of reports prepared by the candidate detailing the processes used for an actual bulk cooking operation, including key factors for success and lessons to be learned for future operations
- direct observation of the candidate using bulk cooking equipment
- sampling of dishes prepared as part of a bulk cooking operation
- oral or written questions to assess knowledge of commodities, and techniques and features of bulk cooking operations to maintain quality, storage and food hygiene
- case studies to assess ability to create procedures and systems for different bulk cooking situations
- review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC036B Select catering systems.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Food production systems may include the following:	• fresh cook • cook-chill for five day shelf life • cook-chill for extended life • cook-freeze.
Factors affecting selection of food production systems may include:	• type of food to be prepared • quantity of food • timeframe • customer requirements • menu type • enterprise practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Appropriate equipment to assist cooking operations includes equipment for:	• receiving • storing • preparing • cooking • post-cooking storing • re-thermalisation where applicable • serving.
Legislative and regulatory requirements include:	• food safety standards • OHS • local council requirements.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC018A Prepare pates and terrines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare pâtés and terrines.

Pâtés and terrines refer to any edible food that has been ground or puréed to a paste and set or baked in a container or mould. They can be made from a range of ingredients, including meats, poultry, game, seafood, fruits and vegetables. Terrines are generally of coarser consistency than pâtés and are baked in a pot (a terrine) after which they are named. Pâtés en croute are pâtés or terrines that have been baked in a pastry casing.

Pâtés and terrines can be either classical or modern, and vary in ethnic and cultural origins.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels and other catering operations.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare pâtés and terrines.	1.1 Prepare a range of pâtés and terrines according to standard recipes.
	1.2 Select ***appropriate ingredients*** for the production of pâtés and terrines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Prepare and line moulds for pâtés and terrines using ***suitable ingredients***.
	1.4 Prepare and use a range of binding agents and processes required in the preparation of basic forcemeat.
	1.5 Prepare a range of pastries suitable for pâté en croute and handle them correctly to ensure high quality and attractive presentation.
	1.6 Use ***specialised equipment*** for making pâtés and terrines correctly and safely according to manufacturer instructions.
2 Present pâtés and terrines.	2.1 Present pâtés and terrines attractively for various uses, including appetisers, entrees or buffets.
	2.2 Decorate pâtés and terrines appropriately giving consideration to contemporary tastes in colour, presentation and eye appeal.
3 Develop new recipes.	3.1 Develop recipes for pâtés and terrines using a range of suitable products, with consideration given to taste and presentation.
	3.2 Test new recipes for pâté and terrine for taste, yield and customer acceptance.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- presentation skills for pâtés and terrines, including pastry decoration, glazing, layering of ingredients, precision cutting and arranging
- logical and time-efficient work flow
- safe work practices, in particular in relation to using chopping and mincing equipment
- problem-solving skills to deal with delays in production and equipment breakdowns
- literacy skills to review information about customer preferences

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- numeracy skills to calculate quantities of commodities and other required ingredients.

The following knowledge must be assessed as part of this unit:

- ingredients suitable for making pâtés and terrines and their characteristics
- outcomes of the various binding agents and processes used in the preparation of pâtés and terrines
- culinary terms commonly used in the industry related to pâtés and terrines
- hygiene requirements, particularly relating to possible bacterial spoilage in the preparation, storage and service of pâté and terrine products
- principles of nutrition, in particular the food values of pâtés and terrines and the effects of cooking on the nutritional value of food.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- detailed knowledge of the different commodities suitable for pâtés and terrines
- ability to prepare a variety of pâtés and terrines to enterprise standards
- ability to produce new recipes for pâtés and terrines
- preparation of pâtés and terrines within commercially realistic time constraints
- safe and hygienic practices in relation to handling and storage of pâtés and terrines and ingredients for pâtés and terrines.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in making pâtés and terrines within a fully equipped operational commercial kitchen, including industry-current equipment, as

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	defined in the Assessment Guidelines • use of a range of authentic ingredients suitable for making pâtés and terrines.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate using techniques to prepare pâtés and terrines • sampling of pâtés and terrines prepared by the candidate • oral or written questions to assess knowledge of commodities and other ingredients used in pâtés and terrines, cookery techniques, equipment and food hygiene • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC012A Select, prepare and cook meat SITHCCC023B Select, prepare and serve specialist food items.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate ingredients for making pâtés, pâtés en croute and terrines may include:	• dairy foods • vegetables • offal and livers • poultry • game • veal, ham and port • fish and shellfish • Australian native game, fruits and products.
Suitable ingredients for lining moulds may include:	• pork fat • pork caul • vegetables • pastry • skins.
Specialised equipment for making pâtés and terrines may include:	• bowl cutters or food processors • food mills and blenders • mincers.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHCCC019A Plan, prepare and display a buffet

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to design, plan, prepare and display a buffet creatively. There is a relationship between this unit and SITHCCC015A Plan and prepare food for buffets, which deals with the planning, preparation, cooking and presentation of food items for buffets.

Buffets may be associated with various occasions and situations, and may be indoors or outdoors.

The design of the total concept, selection of food items and display will vary according to customer requirements, occasion and type of buffet.

Decorations and centrepieces can be designed and made, or selected and organised according to enterprise practices or customer requests. They may be carved, moulded or assembled and can be made from edible or non-edible materials.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where buffets are prepared and served, such as restaurants, hotels and other catering operations. It applies to cooks in a senior position who may supervise a team and who are responsible for their own work outputs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITHCCC015A Plan and prepare food for buffets

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Plan and design a buffet.	1.1 Design ***total buffet concept***, food items and display as required, in consultation with customers and other ***relevant people***.
	1.2 Plan ***buffets*** according to required theme or occasion, in consultation with customers and other relevant people.
	1.3 Select and organise an appropriate range and quantity of food items with consideration given to quality and price, related to enterprise and customer requirements.
2 Prepare for the buffet.	2.1 Select appropriate service equipment, serviceware and linen to display food and decorations.
	2.2 Plan and arrange tables and service points so that they are suitable for buffet display and service according to establishment requirements, occasion and efficient and safe customer and staff accessibility.
	2.3 Prepare or organise food presentation with artistic flair and according to establishment standards and customer requirements.
	2.4 Select, and prepare or organise appropriate and attractive ***decorations and centrepieces*** as required.
	2.5 Liaise with relevant people to organise preparation and conduct of buffets where required.
3 Display food items.	3.1 Display food items with a sense of artistry to create customer appeal.
	3.2 Use garnishes and accompaniments to enhance taste and appeal.
	3.3 Supervise buffet service to ensure that food items are replenished, and that the total display remains neat and attractive.
4 Present buffet in a safe and hygienic manner.	4.1 Identify potential health problems through cross-contamination and food spoilage and take appropriate preventative measures to eliminate these risks.
	4.2 Keep food on display at temperature levels as prescribed by legislation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- logical and time-efficient work flow
- waste minimisation techniques and environmental considerations in relation to the planning and display of buffets
- artistic skills and creativity relating to design and presentation of buffets
- techniques for the attractive presentation and display of food, centrepieces and decorations
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to review information about customer preferences
- communication skills to liaise with customers and team members, clarify requirements, provide information, and listen to and interpret information and non-verbal communication
- numeracy skills to calculate quantities of commodities and other ingredients required for a given number of guests.

The following knowledge must be assessed as part of this unit:

- design process for buffets, including:
  - balance of dish types
  - nutritional considerations
  - colour and style
  - appropriateness of food items for buffets
  - operational constraints
  - costing issue
- principles and practices of hygiene, particularly related to issues surrounding buffet service
- legislation on food safety related to service of food for buffets.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- project or work activities that allow the candidate to plan and coordinate the actual operation of a buffet within typical workplace time constraints
- safe food preparation and handling procedures and practices regarding service and storage of food for buffets
- ability to present buffets attractively with artistic flair
- detailed understanding of the different nature and handling requirements for buffet food items, decorations and centrepieces
- efficient organisation and planning skills regarding work flow, service and physical layout of buffets.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to specific equipment for buffet preparation, including suitable display crockery for buffets and buffet service equipment, such as chafing dishes
- use of authentic ingredients
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the content and presentation of a buffet planned and coordinated by the candidate
- oral or written questions to assess knowledge of buffet design issues and options
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC015A Plan and prepare food for buffets SITHCCC024B Select, prepare and serve specialised cuisines.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Total buffet concept includes as required:	• selection of appropriate food and food items • table arrangements • service equipment • serviceware • linen • decorations • candles and lighting • centrepieces.
Relevant people who may be involved in the design, planning,	• customers • supervisors and managers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

preparation and conduct of buffets include:	• display artists and decoration wholesalers • interior designers and decorators • other cooks and chefs • service staff.
Buffets may include:	• functions • parties • special celebrations • breakfast • lunch • dinner.
Decorations and centrepieces may include:	• fruit • vegetables • flowers and plants • salt • ice • bread • chocolate • sugar • decorated cakes and display cakes • margarine.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC020B Prepare portion-controlled meat cuts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to select quality meats, break down primary and secondary cuts into portions and prepare a selection of meat products. These skills build on those contained in the unit SITHCCC012A Select, prepare and cook meat, which deals with portioning, preparing and cooking meat.

Meat cuts to be prepared may be for both traditional or contemporary recipes and requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where portion-controlled meat cuts are prepared and served, such as restaurants, hotels and other catering operations.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC005A Use basic methods of cookery

SITHCCC012A Select, prepare and cook meat

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select suppliers and purchase traditional and contemporary meats.	1.1 Select suppliers with regard to the establishment requirements for quality, price and menu items. 1.2 Maximise profitability of menu items by negotiating purchase price of both one-off and regular purchases.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Purchase ***meats*** according to quality currently presented.
	1.4 Minimise wastage through appropriate purchase and storage techniques.
2 Prepare and produce a range of portion-controlled meats.	2.1 Specify, select and weigh ingredients correctly according to standard recipes.
	2.2 Cut meats precisely to required portion size and weight as required for standard and enterprise recipes.
3 Prepare and produce meat products.	3.1 Prepare a range of portion-controlled ***meat products*** using suitable ingredients and methods according to standard and enterprise recipe requirements.
	3.2 Select and use appropriate ingredients, fillings, flavourings and marinades for meat products.
4 Store meat cuts and meat products.	4.1 Minimise food spoilage through appropriate storage techniques according to industry regulations.
	4.2 Maintain the quality of each cut and product through appropriate storage techniques.
	4.3 Use ***meat preservation methods*** as appropriate.
5 Implement safe and hygienic practices for meat.	5.1 Identify potential hygiene and OHS problems and take appropriate preventative measures to eliminate risks.
	5.2 Operate ***machinery and equipment*** used in manufacturing safely and hygienically according to manufacturer instructions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- negotiation skills to purchase products at cost-effective prices
- logical and time-efficient work flow
- knife skills in trimming, boning and portioning meats
- waste minimisation techniques and environmental considerations in relation to portion-controlled meat cuts
- care and use of knives, machinery and equipment for meat preparation
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to read instructions and customer requests
- numeracy skills to calculate effective cost price, quantities of meat products required, and yield testing and cost calculation.

The following knowledge must be assessed as part of this unit:

- primary and secondary meat cuts according to Australian standard meat cuts
- current meat and livestock purchasing standards and quality criteria for selecting meat and meat cuts according to Ausmeat specifications
- key factors that affect the quality of meat
- preservation and flavour enhancement techniques for meat
- suitable ingredients for preparing meat cuts and products
- classical and contemporary trends in meat and meat products
- terms commonly used in the industry to describe meat cuts and meat products
- principles of nutrition, in particular food values of meat and meat products, use of preservatives and chemicals
- principles and practices of hygiene in relation to handling and storing meat and meat products
- yield testing and cost calculation
- portion control
- basic meat science and meat preservation techniques
- storage procedures for different meats.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency

- detailed understanding of the different classifications of meats
- ability to prepare a variety of traditional and contemporary meat cuts and smallgoods to enterprise standards
- preparation of meat cuts and meat products within typical workplace time constraints
- food safety practices in relation to handling and storing meats and meat products.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial kitchen with suitable equipment for storing and processing meat as defined in the Assessment Guidelines
- access to specific equipment for preparing meat cuts, including:
  - vacuum machine
  - meat mallet or hammer
  - scales in one gram denominations
  - packaging material
  - mesh or nylon cut-resistant gloves
  - butcher's block
  - hand saw
  - meat mincer
- equipment for pickling, smoking and sausage making
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using techniques to prepare a range of meat cuts and meat products
- oral or written questions about food hygiene, techniques, safety aspects, and knife handling and care
- sampling of items prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: SITHCCC012A Select, prepare and cook meat SITHCCC023B Select, prepare and serve specialised food items.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Meats to be prepared:

- must include traditional meats, such as:
  - pork
  - beef
  - lamb
  - veal
  - game
- must also include a selection of contemporary meats, such as:
  - kangaroo
  - emu
  - crocodile
  - goat

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- buffalo.

Meat products may include any manufactured raw ***meat products***, either traditional or contemporary, such as:

- sausages
- salami
- shashlik
- cured or smoked meats
- marinated meat cuts.

Meat preservation methods may include:

- freezing
- salting
- curing
- drying
- smoking
- pickling.

Machinery and equipment used for preparing meat and meat products may include:

- mincers
- slicers
- knives
- cleavers
- saws
- sausage casing machines
- smokers
- pickling vats.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHCCC021B Handle and serve cheese

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to identify, handle and present cheese.

Cheeses may include milk-based products from cows, sheep, goats or buffalo, or alternatives such as soy. They may be traditional, contemporary or specialist and may be locally produced or imported.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in hospitality and catering enterprises where cheese is prepared and served, such as restaurants, hotels and other catering operations. Those responsible for undertaking the role of purchasing and handling cheese may be cooks, food and beverage attendants, or part of a catering team.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select suppliers and purchase cheese.	1.1 Identify different ***categories*** and ***types*** of available cheeses.
	1.2 Select suppliers with regard to type, quality and price.
	1.3 Maximise profitability of menu items by negotiating purchase price of both one-off and regular purchases.
	1.4 Purchase *cheese* according to quality currently presented.
	1.5 Minimise wastage through appropriate purchase and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	storage techniques.
2 Prepare cheese for service.	2.1 Bring cheeses to room temperature before serving. 2.2 Identify optimum condition for serving particular cheeses and ***serve*** appropriately. 2.3 Prepare ***appropriate garnishes and accompaniments*** according to enterprise standards.
3 Present cheese.	3.1 Present cheese attractively according to required ***context***. 3.2 Decorate and present cheese appropriately using suitable garnishes. 3.3 Use cheese leftovers productively.
4 Implement safe and hygienic practices for cheese.	4.1 Identify potential hygiene issues, including spoilage and cross-contamination, and take appropriate preventative measures to eliminate risks. 4.2 Use knives and equipment to prepare and serve cheeses safely. 4.3 Store cheeses in suitable conditions and at the correct temperature to minimise spoilage and contamination.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- negotiation skills to purchase products at cost-effective prices
- ability to identify cheeses and to store, handle and serve cheese efficiently
- presentation skills and selection of appropriate garnishes and accompaniments for cheese
- safe work practices with regard to using knives and to lifting
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to research cheese types and determine availability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- numeracy skills to calculate effective cost price and quantities of cheeses and accompaniments required for a given number of guests.

The following knowledge must be assessed as part of this unit:

- commodity knowledge of varieties of cheeses, including:
  - classification and characteristics
  - manufacturing methods, place of origin, and historical and cultural aspects
  - uses of various cheeses
  - appropriate garnishes and accompaniments for cheese
  - optimum conditions for serving cheese, including degree of ripeness and temperature
- nutritional knowledge, in particular the food value and composition of cheese
- culinary terms related to different cheeses commonly used in the industry
- hygiene requirements relating to possible bacterial spoilage in the preparation, storage and service of cheese.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • a detailed knowledge and understanding of the different classifications and characteristics of cheeses • presentation of cheeses, including suitable garnishes and accompaniments • safe storage and handling of cheese.
Context of and specific resources for assessment	Assessment must ensure: • access to a range of cheeses of varying types • demonstration of skills in a suitable food preparation area with appropriate equipment and serviceware, as defined in the Assessment Guidelines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and presenting cheeses
- oral or written questions about cheese types, origins and characteristics, required hygiene practices and suitable garnishes
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC023B Select, prepare and serve specialised food items.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Cheese ***categories*** may include:

- fresh cheese
- white mould

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- blue mould
- semi-hard or eye
- stretched curd
- washed rind
- cheddar
- soft
- hard.

Cheese ***types*** may include:

- farmhouse
- specialist
- commodity (mass produced).

Cheese may be ***served*** as:

- cheese plates
- cheese trolley
- table service
- buffet presentation.

Appropriate garnishes and accompaniments for cheese may include:

- breads
- biscuits and crackers
- fresh and dried fruits
- vegetables
- herbs, edible leaves and flowers
- nuts
- jellies.

Contexts in which cheese are served may include:

- as appetisers
- as entrees
- after main courses
- as part of the dessert course
- cheese tastings
- as a stand-alone meal.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC022A Prepare chocolate and chocolate confectionery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to handle chocolate, prepare individual chocolates and make chocolate-based confectionery.

Chocolate includes couverture (pure coating chocolate) in dark, milk and white, and various compounds.

Tempering is the technique to control formation of seed crystals and to achieve the desired characteristics in solidified chocolate, including setting properties, snap and sheen.

Chocolate confectionery may be moulded, cut or dressed, with hard or soft centres, hand coated, machine enrobed or made using prepared hollow shells.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in hospitality and catering enterprises where chocolate and chocolate confectionery are prepared and served, such as restaurants, hotels and other catering operations. It usually applies to cooks and patissiers in senior positions who work with significant autonomy and who may be responsible for the work of others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Temper couverture.	1.1 Melt and temper couverture using correct ***technique*** and temperatures.
	1.2 Manipulate couverture to the correct viscosity and desired flow properties so that it possesses appropriate colour,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	gloss and snap characteristics on solidification.
	1.3 Control the temperature to retain workable consistency.
2 Prepare centres and fillings.	2.1 Choose and manipulate ingredients correctly demonstrating high standards of hygiene.
	2.2 Prepare a range of ***centres and fillings*** according to standard recipes or enterprise specifications.
	2.3 Select and make *fillings* that are full-flavoured, interesting and natural.
	2.4 Bring fillings to the correct temperature, viscosity and consistency before being used.
	2.5 Ensure that shapes and sizes of centres are precise and uniform.
3 Handle moulds.	3.1 Ensure that moulds to be used are clean, polished and free of dust or residue.
	3.2 Keep moulds constantly at the correct temperature when being used and ensure that they are untouched by bare fingers.
	3.3 Ensure that the polished surface is never touched by objects that may dull, scratch or damage it.
4 Make moulded chocolates.	4.1 Select couverture or coatings appropriate to the filling and use.
	4.2 Temper couverture correctly and set in moulds ensuring it is of even and correct thickness and free from marks or air bubbles.
	4.3 Apply a range of fillings ensuring a level surface and allowing sufficient space for sealing with a layer of chocolate of appropriate thickness.
	4.4 Handle and store de-moulded chocolates so that they retain their glossy surface.
5 Coat chocolate confectionery.	5.1 Temper and manipulate couverture to the correct viscosity.
	5.2 Bring items to be coated to the correct temperature.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.3 Coat prepared centres using techniques ensuring an even and correct thickness of chocolate and a uniform quality finish.
	5.4 Execute hand dipping in a logical and accurate manner.
	5.5 Decorate and present chocolate confectionery attractively.
6 Store chocolate and chocolate confectionery.	6.1 Store chocolate and chocolate confectionery at the correct temperature and level of humidity.
	6.2 Protect chocolate and chocolate confectionery from light and incompatible odours.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- artistic skills and creative techniques for chocolate and chocolate confectionery
- logical and time-efficient work flow
- safe work practices, in particular in relation to bending, lifting and handling heated surfaces
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to research chocolate types, history and trends
- numeracy skills to cost yields and portion control.

The following knowledge must be assessed as part of this unit:

- specific requirements for the handling of chocolate
- culinary terms commonly used in the industry in relation to chocolate making
- principles and practices of hygiene related to handling chocolate
- past and current trends in chocolate and chocolate products.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- detailed understanding of the different classifications of chocolate
- ability to produce a quantity of chocolates which are consistent, neat, and even in size, shape and appearance
- flair, innovation, creativity and artistic skills in creating, decorating and presenting chocolates.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a suitably equipped commercial kitchen or pastry kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to industry-current equipment for the preparation of chocolate, including couverture, chocolate moulds, sponges, scourers, brushes and specialty scrapers, marble slab and warming area or double bain marie
- use of a variety of suitable authentic ingredients
- preparation of chocolates within typical workplace time constraints.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate making a variety of chocolates and chocolate items
- sampling of chocolates produced by the candidate
- written or oral questions to test knowledge on technical aspects of chocolate making
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	candidate, such as photographs of chocolates. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHPAT007A Prepare and display petits fours SITHPAT008A Prepare and model marzipan.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Tempering ***techniques*** must include:	• vaccination or addition method • tabling method • heated water jackets • microwave.
Centres and fillings may include:	• nougat • ganache • marzipan • flavoured fondant • croquant

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- caramel
- jellies
- liqueurs
- nuts and fruits.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC023B Select, prepare and serve specialised food items

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan, prepare and present specialised food items that are more unusual in nature. It covers the preparation and service of specialised items as part of a general menu, as well those offered by enterprises which specialise in particular menu items. Specialised food items may be used as part of classical, contemporary, specialised or ethnic cuisines.

This unit covers cooking at an advanced and specialised level, using a variety of non-standard food items and related specialised techniques.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in hospitality and catering enterprises where specialised food items are prepared and served, such as restaurants, hotels and other catering operations. The role is usually undertaken by cooks and chefs with advanced cookery skills in senior or supervisory positions.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select specialised food items.	1.1 Source suitable suppliers of ***specialised food items*** as required.
	1.2 Select suppliers according to range, quality, price and enterprise requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Maximise profitability of menu items by negotiating purchase price of both one-off and regular purchases.
	1.4 Purchase ***specialised food items*** according to quality currently presented.
	1.5 Minimise wastage through appropriate purchase and storage, taking into account any special requirements.
2 Plan menus or promotional strategies.	2.1 Plan specialised menus or menu items to meet enterprise and customer requirements and achieve an appropriate balance or integration with other items.
	2.2 Develop menus or promotional material to incorporate or focus on specialised food items.
	2.3 Price menu items to achieve satisfactory profit levels and to satisfy enterprise requirements.
	2.4 Take seasonal availability into account when developing menus or ***promotional strategies***.
	2.5 Create new menu items or dishes using specialised foods and taking into consideration characteristics of varieties of food items, eating characteristics and taste.
3 Prepare and present dishes using specialised food items.	3.1 ***Prepare*** specialised items according to suitable recipes and appropriate techniques, ensuring appropriate flavour combinations, eating characteristics and taste.
	3.2 ***Cook*** specialised items in a variety of styles appropriate to the food item and as required by the menu, enterprise, customer preferences and relevant cultural norms.
	3.3 Present food items appropriately to maximise appeal, taking into account particular food characteristics.
	3.4 Preserve foods where appropriate, using suitable techniques.
4 Implement hygienic and safe practices.	4.1 Identify potential hygiene and safety problems and take appropriate ***preventative measures*** to eliminate risks in the preparation of specialised food items.
	4.2 Store specialised food items hygienically and according to food safety requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- negotiation skills to purchase products at cost-effective prices
- advanced or specialised preparation and cooking techniques
- safe work practices, particularly in relation to using advanced or specialist cooking and preparation techniques
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to research specialised food items
- numeracy skills to calculate effective cost price and quantities of commodities and other ingredients for specialised food items.

The following knowledge must be assessed as part of this unit:

- effects of methods of preparation and cooking on the flavour and appearance of specialised food items
- culinary terms used to describe specialised food items and equipment
- history and significance of specialised food items
- principles and practices of hygiene
- purchasing and storage of specialist food items.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • preparation of a range of specialised menu items of the same or varying categories of food, depending on the enterprise or context • preparation of a range of specialised food items to enterprise standards within typical workplace time

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	constraints • selection of cookery methods appropriate to the product, and taking into consideration any dietary, historical and cultural issues • food safety in relation to preparation, cooking and storage of specialised food items.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a suitably equipped food preparation area, as defined in the Assessment Guidelines • access to specialised equipment suited to the food item in question • use of a variety of specialised food items • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing specialised food items • case studies to assess ability to suggest and prepare specialised food items in response to particular needs • sampling of food items prepared by the candidate • written or oral questions to test knowledge of specialised food items • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHCCC024B Select, prepare and serve specialised cuisines • SITHCCC029A Prepare foods according to dietary and cultural needs • SITHCCC035A Develop menus to meet special dietary and cultural needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specialised food items may include:	• meats, poultry and game other than lamb, beef, pork and chicken • offal and specialist meat products • unusual fish, shellfish and other foods from salt or fresh water • aromatics, flavourings, spices and herbs • seeds and nuts • fungi • preserves, condiments and accompaniments • commodities from ethnic cuisines and cultural traditions such as Mexican, Asian and Middle Eastern • fruits, vegetables, flowers and salad items • aquatic plants, such as seaweeds • specialist cheeses and dairy products • bush foods and native Australian ingredients • specialist cakes, pastries, breads, desserts, preserves and sweets.
Promotional strategies may	• menus

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:

- specials lists
- blackboards
- flyers and pamphlets
- media releases
- internet.

Specialised ***preparation and cooking*** may include:

- marinating and coating
- tenderising
- hanging of meat, poultry and game
- preserving, including drying, salting, pickling, and hot and cold smoking
- techniques such as cooking on salt, and using special ovens and cooking utensils
- earth oven cooking.

Preventative measures may include:

- identifying and discarding poisonous or non-edible parts of food items
- safe handling of food items with potential for injury, such as spines and thorns
- using particular cooking techniques to maximise quality and appeal
- safe and hygienic operation of food preparation equipment.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC024B Select, prepare and serve specialised cuisines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan, prepare and present a range of menu items within specialised cuisines. It covers the preparation and service of a range of specialised items offered by enterprises that specialise in a particular cuisine style which may include ethnic cuisines, classical and contemporary, national and regional, as well as sub-specialities and cuisine styles such as vegetarian cuisines, and those under religious or cultural sanction.

Specialised Asian cuisines are covered in separate units in the Asian Cookery field.

This unit covers cooking at an advanced and specialised level within a particular cuisine style, using a variety of standard food items, food items specific to that cuisine, and related techniques and equipment. The focus may be on a single cuisine or a combination of aspects of different cuisines or styles according to interest or need.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in hospitality and catering enterprises where specialised cuisines are prepared and served, such as restaurants, hotels and other catering operations. Those undertaking this would usually be cooks and chefs with advanced skills. The unit may be applied with other relevant cookery skills to a specialised cuisine context such as an ethnic or specialist restaurant.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite units: SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan specialised cuisine.	1.1 Plan authentic menus and menu items for a specialised cuisine to meet enterprise and customer requirements and achieve an appropriate balance. 1.2 Take into account seasonal and general availability when developing menus and choosing menu items. 1.3 Price menu items to achieve satisfactory profit levels and satisfy enterprise requirements. 1.4 Develop ***promotional strategies*** to focus on menu items within a specialised cuisine. 1.5 Plan ***decor and setting*** according to specialised cuisine, cultural considerations and enterprise focus.
2 Select and purchase foods for menu items.	2.1 Select menu items that are appropriate to the cuisine style, taking into consideration quality, price, seasonal availability and enterprise requirements. 2.2 Source suitable suppliers of required ***standard and specialised food items***. 2.3 Select suppliers according to range, quality, price and enterprise requirements. 2.4 Maximise profitability of menu items by negotiating purchase price of both one-off and regular purchases. 2.5 Purchase *standard and specialised food items* according to quality currently presented. 2.6 Minimise wastage through appropriate purchase and storage, taking into account any special requirements.
3 Select and use equipment and techniques for preparation, cooking and service.	3.1 Identify and use ***specialised equipment*** to produce authentic menu items. 3.2 Use appropriate presentation methods and utensils, according to the style and requirements of the cuisine. 3.3 Set and decorate tables according to cuisine and enterprise requirements.
4 Prepare, cook and	4.1 Prepare and cook a range of authentic menu items, typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
serve a range of menu items.	of a specialised cuisine, using ***preparation***, cookery and service techniques in keeping with the cuisine style.
	4.2 Observe ***steps***, ***cultural requirements and major issues*** in the preparation, cooking and service of specialised cuisines.
	4.3 Prepare ***appropriate accompaniments*** and garnishes required for specific menu items.
	4.4 Serve menu items in correct sequence, using appropriate accompaniments and garnishes.
5 Implement safe and hygienic practices.	5.1 Identify potential hygiene and safety problems and take appropriate preventative measures to eliminate risks in producing specialised cuisines.
	5.2 Store foods according to health regulations and product and enterprise requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- negotiation skills to purchase products at cost-effective prices
- advanced preparation and cooking techniques used in a specialised cuisine
- safe work practices
- problem-solving skills to deal with breakdowns in systems or equipment
- literacy skills to research specialised ingredients and cuisines
- numeracy skills to calculate effective cost price and quantities of commodities and specialised ingredients.

The following knowledge must be assessed as part of this unit:

- cultural and historical background to the relevant cuisines, including traditional settings, festivals, ingredients, regional variations, religious and cultural customs, traditions and sanctions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- effects of methods of preparation and cooking on the flavour and appearance of menu items in a specialised cuisine
- culinary terms used to describe specialised menu items and equipment
- principles and practices of hygiene.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- detailed understanding of the cultural dimensions of a specialised cuisine
- depending on the enterprise or context, the ability to prepare and present a range of authentic menu items within a cuisine style, covering varying categories of food such as snacks, appetisers, main courses, palate fresheners, desserts and drinks
- preparation of menu items for customers within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- use of a wide range of suitable ingredients for making a variety of menu items within a specialised cuisine
- demonstration of skills on more than one occasion within a fully equipped operational commercial kitchen, including industry-current and any specialised equipment as defined in the Assessment Guidelines
- access to specialised equipment suited to the cuisine being prepared
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- direct observation of the candidate preparing and cooking food items for a specialised cuisine
- sampling of food items prepared by the candidate
- case studies to plan and prepare items from a specialised cuisine to meet particular needs
- written or oral questions to test knowledge of menu items in a specialised cuisine
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC023B Select, prepare and serve specialised food items
- SITHCCCC029A Prepare foods according to dietary and cultural needs.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Promotional strategies may

- menus
- specials lists

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• blackboards • flyers and pamphlets • media releases • internet.
Decor and setting may include:	• furnishings and fittings • colour schemes • lighting • decorations • music and entertainment • display of artworks.
Standard and specialised food items required to produce authentic dishes may include:	• meats, poultry and game • offal and specialist meat products • fish, shellfish and other foods from salt or fresh water • aromatics, flavourings, spices, spice mixes and herbs • garnishes • seeds and nuts • grains, rice and pulses • fungi • preserves, condiments and accompaniments • specialised commodities for ethnic cuisines • fruits, vegetables, flowers and salad items • aquatic plants, such as seaweeds • specialist cheeses and dairy products • sweeteners such as palm sugar, honey and glucose • fats and oils • bush foods and native Australian ingredients.
Specialised equipment may include:	• utensils for preparation, cooking, presentation, service and eating • ovens such as tandoori, wood-fired and earth • smoking equipment • finger bowls • napkins.
Preparation methods may	• marinades and marinating • combination of spices and other ingredients, providing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include use of:	authentic flavourings, colours and textures • hanging and dressing of meat, poultry and game • preserving, including drying, salting, pickling and smoking • techniques such as cooking in salt, leaves, paper and bark.
Steps, ***cultural requirements and major issues*** may include:	• prohibitions, sanctions and requirements related to food items, including food types, combinations, origins, handling, preparation, cooking and serving • consideration of required rituals related to slaughter and preparation • cultural considerations such as combinations of foods, serving sequence and choices • required temperatures for different food items • table height, orientation and seating • table decorations and setting • special feast, national and other celebratory days.
Appropriate accompaniments may include:	• sauces and dressings • condiments • breads • drinks • staples such as rice, couscous and noodles.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHCCC025A Monitor catering revenue and costs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to establish and monitor the costs involved in operating a food service operation. For the purposes of training and assessment, this unit could be effectively linked with the unit SITXFIN004A Manage finances within a budget.

Control systems may be computerised or manual and may cover stock control, online purchasing, income and expenditure, and summary reports of stock usage.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels and other catering operations. The tasks related to this unit are generally undertaken by a qualified cook or chef who also has some supervisory responsibilities.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite units:

SITXFIN004A Manage finances within a budget.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and maintain a purchasing and ordering system.	1.1 Establish and implement appropriate basic systems for purchasing and ordering efficiently to maximise profit and quality and to minimise costs and wastage.
	1.2 Establish and maintain systems for storing food items to avoid deterioration, wastage, theft and spoilage.
	1.3 Ensure that stock records are systematically and regularly updated.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Establish and maintain a financial control system.	2.1 Prepare and record departmental and operational income and expense statements accurately and on time. 2.2 Meet budget forecasts within defined fiscal periods and adequately explain any variations. 2.3 Keep financial records updated and use them effectively.
3 Maintain a production control system.	3.1 Develop food control and production schedules and maintain them in a manner that maximises efficiency and minimises waste. 3.2 Design work flows and staff rostering to minimise unit labour cost. 3.3 Monitor daily sales and make timely adjustments to menus to reflect customer preferences.
4 Select and use technology.	4.1 Select ***appropriate computer systems and business machines*** and use them to increase ease and efficiency. 4.2 Select ***appropriate software*** according to the needs of the establishment.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- implementing purchasing, receiving, storing, holding and issuing procedures
- organisational skills and teamwork
- problem-solving skills to develop approaches to cost-control challenges
- literacy skills to analyse information and trends
- numeracy skills to calculate data related to cost and revenue controls.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- costing, yield testing and portion control
- role of the kitchen as a profit centre within an overall business
- features and benefits of typical record keeping and accounting systems used in commercial kitchens
- features and benefits of inventory and stock control systems used in commercial kitchens
- labour costs for catering operations in general and for the organisation in particular.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- knowledge of financial systems relevant to kitchen operations
- ability to set up a food production system linked to cost and revenue control systems and targets
- ability to develop and maintain an efficient cost control and monitoring system within a commercial cookery environment.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities conducted over a period of time to allow the candidate to establish and implement control systems within a real work environment
- access to appropriate computer systems, business machines and software, as required.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of food production, cost and revenue control systems established and monitored by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- oral or written questions about typical systems and their benefits
- oral or written questions to test knowledge of food, and cost and revenue control systems and options
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- case studies to assess ability to establish systems for different workplace needs.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate computer systems and business machines may include:

- point-of-sale systems, such as cash registers
- integrated computer-based systems
- calculators
- fax machines.

Appropriate software may

- spreadsheets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:

- accounting
- database
- financial planning and tracking
- stock control
- rostering
- scheduling and production.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC026A Establish and maintain quality control of food

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to ensure that high standards of food quality are established and maintained in a commercial kitchen environment. These tasks are generally undertaken by a qualified cook or chef who also has some supervisory responsibilities.

Quality procedures may be manual or computer-based.

Quality data may be collected over different timeframes, according to enterprise requirements and practice.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where food and related services are provided.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXFSA001A Implement food safety procedures

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and implement procedures for quality control.	1.1 Apply appropriate ***quality procedures*** to ensure the quality of raw materials, cooking processes, portion control, presentation and protection of food from contamination for all menu items.
	1.2 Ensure that products and services are consistent and meet enterprise requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Ensure that food items match menu descriptions.
2 Monitor quality.	2.1 Apply procedures to monitor quality, including observation, formal audits and reviews, tasting and seeking feedback.
	2.2 Apply procedures to monitor and ensure compliance with current food safety program and legislative and regulatory requirements.
3 Solve quality-related problems.	3.1 Identify and solve problems related to quality control of food.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to deal with quality or service breakdowns highlighted in audits and reviews
- literacy skills to read or prepare reports about food quality and read information about food safety legislation and standards
- numeracy skills to calculate ratios of satisfaction and summarise audit responses as percentages.

The following knowledge must be assessed as part of this unit:

- role of quality control in the kitchen and its link to overall business performance and profitability
- key areas for monitoring quality
- features and benefits of different quality control mechanisms used in commercial kitchens.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- demonstrated ability to establish, implement and maintain quality control systems in a commercial kitchen
- knowledge of food safety regulations and requirements
- knowledge of quality systems and options suitable for a commercial cookery or catering enterprise.

Context of and specific resources for assessment

Assessment must ensure:

- access to a commercial cookery or catering work environment
- project or work activities conducted over a period of time to allow the candidate to establish and implement quality control systems within a real work environment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of documentation related to quality systems, including policies and procedures, and audit summaries and reports prepared by the candidate
- evaluation of food quality in a work environment where the candidate is responsible for quality control
- written or oral questions about chosen systems and reasoning
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

SITHCCC025A Monitor catering revenue and costs.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Quality procedures may include:

- formal audits against enterprise quality standards and requirements
- formal compliance inspections against industry and regulatory requirements
- feedback from colleagues and customers
- reviews of costs and revenues.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC027A Prepare, cook and serve food for food service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare, cook and serve food items for a food service. It incorporates aspects of preparing, cooking and serving a variety of food items for a service period in a hospitality enterprise, using a range of basic cooking methods and working as part of a team. The unit integrates key technical and organisational skills required by a short order cook or caterer. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen. This unit underpins the more advanced integrated unit SITHCCC028A Prepare, cook and serve food for menus.

Food service periods may be breakfast, lunch, dinner, supper or special functions and events.

Styles of menus may be classical, contemporary or ethnic and may be formal or informal according to enterprise requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering operations where food is prepared and served.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC003B Receive and store kitchen supplies

SITHCCC005A Use basic methods of cookery

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Organise and prepare for food service.	1.1 Calculate commodity quantities for a dish and determine requirements for quality and style according to recipes and specifications. 1.2 Prepare a jobs checklist for food that is clear, complete and appropriate to the situation. 1.3 Liaise with other team members about menu requirements and job roles. 1.4 Follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members. 1.5 ***Organise and prepare food items*** in correct quantities and according to requirements. 1.6 Store food items appropriately in readiness for service.
2 Cook and serve menu items for food service.	2.1 Identify and use ***appropriate commercial equipment*** to produce menu items. 2.2 Cook and serve menu items according to ***menu type*** and service style, using appropriate ***cookery methods***. 2.3 Meet ***special requests or dietary requirements of customers*** under direction. 2.4 Work cooperatively as part of a kitchen team. 2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.
3 Complete end of service requirements.	3.1 Carry out ***end of service procedures*** according to enterprise practices and regulatory requirements. 3.2 Store food items appropriately to minimise food spoilage, contamination and wastage, and label them according to enterprise procedures. 3.3 Participate in post-service debrief.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food presentation techniques
- portion control and waste minimisation
- teamwork and communication
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to deal with problems such as shortages of food items, over or undercooked food, pressure of work and kitchen conditions
- literacy skills to read menus, recipes and task sheets
- numeracy skills to weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- characteristics of different foods from all main food categories served in the enterprise and appropriate cookery methods
- standard recipes
- mise en place procedures
- basic principles and methods of cookery
- principles and practices of planning and organising work
- principles and practices related to food safety
- nutrition in relation to meeting specific dietary requirements under direction
- culinary terms commonly used in the industry and enterprise.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • collection of direct, indirect and supplementary evidence showing preparation and service of multiple

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	items for a minimum of 12 complete food service periods to ensure integration of skills and consistency of performance in different circumstances • use of a range of cookery methods appropriate to menu items • production of a range of menu items to industry and enterprise standards of quality • safe food hygiene and work practices • ability to multi-task and respond to multiple demands and requests simultaneously • ability to work as part of a team in a positive and courteous manner • preparation of dishes for customers within the typical workplace time constraints of a busy commercial kitchen.
Context of and specific resources for assessment	Assessment must ensure: • use of a wide range of suitable ingredients for preparing, cooking and serving food items for food service • demonstration of skills within normal operating conditions of a fully equipped commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines • industry-realistic ratios of kitchen staff to customers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate working as part of a kitchen team • sampling of menu items produced by the candidate • evaluation of customer feedback about menu items and speed and timing of service • written or oral questions to test knowledge about commodities, cookery techniques, equipment and food hygiene • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. For example, it is expected that candidates will have completed a selection of other units dealing with basic cookery skills. These must be selected according to enterprise requirements and reflect the knowledge and skills required to cook a range of menu items for a food service period in a commercial kitchen.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Organising and preparing food items (mise en place) includes as required:	• cleaning and preparing vegetables and other commodities • preparing and portioning meat, poultry and seafood • preparing stocks, sauces and dressings • preparing garnishes • cooking soups and other precooked items • preparing or cooking desserts • selecting and using serviceware and equipment.
Appropriate commercial	• electric, gas or induction ranges

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

equipment may include:

- ovens, including combi ovens
- microwaves
- grills and griddles
- deep-fryers
- salamanders
- food processors
- blenders
- mixers
- slicers
- tilting frypan and bratt pan
- steamers
- bains marie.

Menu type will vary according to the enterprise and occasion and may include:

- à la carte
- set menu (table d'hôte)
- function or buffet.

Cookery methods may include:

- boiling
- poaching
- steaming
- stewing
- braising
- roasting
- baking
- grilling
- shallow frying
- deep-frying
- stir-frying
- pan-frying.

Special requests or dietary requirements of customers may include:

- cultural needs and restrictions
- specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic or other diets
- preferences for particular ingredients and cooking methods, such as vegetarian.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

End of service procedures may include:	• safe storage of food items • cleaning procedures related to kitchen and equipment • debriefing sessions • quality reviews • restocking • preparations for the next food service period.

Unit Sector(s)

Sector	Hospitality

Competency field

Competency field	Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC028A Prepare, cook and serve food for menus

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise, produce and serve food for menus. It incorporates all aspects of organising, preparing, cooking and serving a variety of food items for a service period in a hospitality enterprise, using a range of cooking methods and team coordination skills. The unit integrates key technical and organisational skills required by a commercial cook. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen.

Contexts for this unit may vary depending on the nature of the enterprise. For example, menus may be classical, contemporary or ethnic and service may be formal or informal.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering operations where food is prepared and served.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

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

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

SITHCCC016A Develop cost-effective menus

SITXFSA001A Implement food safety procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the

© Commonwealth of Australia, 2025

Service and Creative Skills Australia

of competency.	required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate, organise and prepare for food service.	1.1 Determine and calculate commodity quantities for a menu and determine requirements for quality and style according to recipes and specifications. 1.2 Prepare a jobs checklist for food that is clear, complete and appropriate to the situation. 1.3 Liaise with other team members about menu requirements and job roles. 1.4 Develop and follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members. 1.5 ***Organise and prepare food items*** in correct quantities and according to requirements for different ***food service periods***. 1.6 Store food items appropriately in readiness for service.
2 Cook and serve menu items for food service.	2.1 Identify and use ***appropriate commercial equipment*** to produce menu items. 2.2 Cook and serve menu items according to ***menu type*** and service style, using appropriate ***cookery methods***. 2.3 Adjust menu items and ingredients to meet ***special requests or dietary requirements*** of customers. 2.4 Cook and serve menu items to meet customer expectations of quality, appeal of presentation and timeliness of delivery. 2.5 Work cooperatively as part of a kitchen team and delegate tasks appropriately. 2.6 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Coordinate and complete end of service requirements.	3.1 Coordinate ***end of service procedures*** according to enterprise practices and regulatory requirements. 3.2 Store food items appropriately to minimise food spoilage, contamination and wastage. 3.3 Participate in post-service debrief.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- integration and application of kitchen skills, including mise en place, basic methods of cookery and food presentation techniques
- portion control and waste minimisation
- planning and organising work in the kitchen environment, including prioritising, sequencing and monitoring tasks and processes
- team coordination in relation to task allocation
- safe work practices, particularly in relation to bending and lifting, and using cutting implements, appliances, heated surfaces and other equipment that carries a risk of burns
- problem-solving skills to deal with problems such as shortages of food items, over or undercooked food, difficult customer requirements, pressure of work and kitchen conditions
- literacy skills to read menus, recipes, task sheets and orders
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- characteristics of different foods from all main food categories and appropriate cookery methods
- standard recipes for variety of dishes or menu items
- principles and practices related to food safety
- use of correct culinary terminology in kitchen communication.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing preparation and service of multiple items for a minimum of 48 complete food service periods in order to address each of the required menu styles, food service periods and menu items and to ensure integration of skills and consistency of performance in different circumstances
- ability to prepare, cook and serve a variety of menu items to meet customer expectations of quality using appropriate cookery methods, food items and menu styles
- safe food hygiene and work practices
- ability to multi-task and respond to multiple demands and requests simultaneously
- ability to work as part of a team and coordinate team activities in a positive and courteous manner
- preparation of dishes for customers within the typical time constraints of a busy commercial kitchen.

Context of and specific resources for assessment

Assessment must ensure:

- use of a wide range of suitable ingredients for preparing, cooking and serving food items for a menu
- demonstration of skills within normal operating conditions of a fully equipped commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- industry-realistic ratios of kitchen staff to customers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of apprenticeship

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	arrangements • direct observation of the candidate preparing and cooking food items in a commercial kitchen • sampling of menu items prepared by the candidate • evaluation of customer feedback about menu items and speed and timing of service • written or oral questions to test knowledge about commodities, cookery techniques, equipment and food hygiene • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Organising and preparing food items (mise en place) includes as required:	• cleaning and preparing vegetables and other commodities • preparing and portioning meat, poultry and seafood • preparing stocks, sauces and dressings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- preparing garnishes
- cooking soups and other precooked items
- preparing or cooking desserts
- selecting and using serviceware and equipment.

Food items to be prepared, cooked and served must include:

- appetisers and salads
- stocks, sauces and soups
- vegetables, eggs and farinaceous products
- poultry and game
- fish and shellfish
- meat
- hot and cold desserts
- pastries, cakes and yeast goods.

Food must be prepared, cooked and served for all of the following ***food service periods***:

- breakfast
- lunch
- dinner
- special function.

Appropriate commercial equipment may include:

- electric, gas or induction ranges
- ovens, including combi ovens
- microwaves
- grills and griddles
- deep-fryers
- salamanders
- food processors
- blenders
- mixers
- slicers
- pans
- utensils
- tilting frypan and bratt pan
- steamers
- bains marie.

Menu type must include:

- à la carte
- set menu (table d'hôte)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- buffet.

Cookery methods may include:

- boiling
- poaching
- steaming
- stewing
- braising
- roasting
- baking
- grilling
- shallow frying
- deep-frying
- stir-frying
- pan-frying.

Special requests or ***dietary requirements*** may include:

- cultural needs and restrictions
- specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic or other diets
- preferences for particular ingredients and cooking methods, such as vegetarian.

End of service procedures may include:

- safe storage of food items
- cleaning procedures related to kitchen and equipment
- debriefing sessions
- quality reviews
- restocking
- preparations for the next food service period.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC029A Prepare foods according to dietary and cultural needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and cook foods to meet both basic and specific dietary and cultural needs, generally under instructions from others. It covers the ability to apply basic nutritional principles as well as deal with special dietary and cultural requirements normally encountered in a variety of hospitality and catering establishments. Menu planning to meet dietary and cultural needs is found in the unit SITHCCC035A Develop menus to meet special dietary and cultural needs.

Basic nutritional requirements generally refer to recommendations made in the Dietary Guidelines for Australians endorsed by the Australian government and other recognised health authorities. These guidelines include recommendations made for the general public, including infants, children, adolescents, adults and older Australians in order to maintain a healthy and balanced diet.

Special dietary and cultural requirements include therapeutic and contemporary eating regimes as well as customer requests and preferences, and specific cultural and religious needs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all qualified cooks in hospitality and catering operations where food and related services are provided, such as hotels and restaurants, cafeterias, kiosks, canteens, cafes, educational institutions, health establishments, defence forces, corrective services, residential catering, in-flight

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and other transport catering, events catering and private catering.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and present foods to meet basic nutritional needs.	1.1 Select appropriate ingredients to ensure optimum quality of end products, including raw foods and convenience food products. 1.2 Employ suitable preparation and cooking techniques to retain optimum nutritional values. 1.3 Present a variety of nutritionally-balanced food in an appetising and attractive manner.
2 Prepare and present foods to meet special dietary requirements.	2.1 Identify the requirements for special diets according to instructions from ***relevant persons***. 2.2 Select ingredients essential for ***special dietary requirements***. 2.3 Modify food texture where appropriate to suit specific requirements. 2.4 Present food in an appetising and attractive manner.
3 Prepare foods to satisfy specific cultural or religious needs.	3.1 Identify and meet requirements for specific ***cultural groups*** or special customer requests, according to instructions from relevant persons. 3.2 Employ appropriate equipment and cooking techniques for specific diets. 3.3 Prepare and serve food taking into account specified or requested cultural or religious considerations. 3.4 Present an adequate range of nutritionally balanced food in an appetising and attractive manner. 3.5 Communicate specific cultural or religious requirements to be addressed in food preparation to other team members and customers as appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- a variety of cooking techniques and recipe modification to suit special dietary requirements
- logical and time-efficient work flow
- presentation techniques for food
- problem-solving skills to consider and respond to special customer needs and requests
- literacy skills to read menu options for customers with special dietary needs and preferences
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate quantities, portions and kilojoules for given foods and quantities.

The following knowledge must be assessed as part of this unit:

- cultural, dietary and special requirements that may apply in different contexts
- basic principles and practices of nutrition, including:
  - nutrients and their food sources
  - influences on food choice
  - food and beverage selection influences
  - food labelling and interpretation
  - identification of food additives and preservatives
  - health implications of food choices
- Dietary Guidelines for Australians, their role and general content
- main types and characteristics of special diets that are part of contemporary Australian society
- common dietary sensitivities, including food allergies and intolerance, diabetes and other medical conditions
- existence of drug-food interactions and the health and legal consequences of failing to address special requirements
- commodity knowledge of ingredients suitable for meeting basic nutritional and special dietary needs
- effects of various cooking methods and food storage on nutrients
- principles and practices of hygiene and legislation on food safety, including national Food Safety Standard 1.2.3.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare or modify a range of dishes to meet different dietary requirements
- knowledge of the dietary requirements of major cultural groups in Australia
- knowledge of the consequences of failing to address special requirements for food allergies, diabetes and other medical conditions and customer-identified drug-food interaction
- industry-realistic ratios of kitchen staff to customers
- preparation of dishes for customers with particular dietary needs within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial kitchen, including industry-current equipment, as defined in the Assessment Guidelines
- access to specific equipment required for dietary and cultural needs, such as bulk cookery equipment used within the industry sector
- use of authentic ingredients and food items.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing dishes to meet dietary, cultural and medical needs and preferences
- sampling of dishes prepared by the candidate
- evaluation of the suitability of dishes prepared by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- oral or written questions to assess knowledge of dietary constraints and consequences resulting from cultural, preferential or medical needs
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC035A Develop menus to meet special dietary and cultural needs.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Relevant persons who give instructions or requests for special dietary requirements may include:

- customers or family members
- supervisors and managers
- dieticians
- diet technicians
- health and medical personnel
- religious personnel.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Special dietary requirements may include:	• vegetarian • vegan • modified sodium or potassium • low-fat or low-cholesterol • lacto-ovo • high-fibre • gluten-free • high or low-energy • diabetic • modified texture • high or low-protein • fluids • food exclusions for allergies and food intolerance • food exclusions related to specific medications • contemporary eating regimes and trends, such as macrobiotic, liver cleansing and elimination • high or low carbohydrate.
Special ***cultural groups*** may include any ethnic, cultural or religious groups with special dietary requirements or sanctions, such as:	• kosher • halal • vegetarian • Hindu.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC030A Package prepared foodstuffs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to package prepared foodstuffs for storage and transportation from one location to another.

The type of packaging used will vary according to the enterprise needs and the type of food being packaged.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to catering operations where food and related services are provided and packaged for storage or transportation, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Those undertaking this role usually work under supervision and as part of a team.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXFSA001A Implement food safety procedures

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Ensure food is suitable for packaging, storage and transportation.	1.1 Ensure that food meets requirements prior to packaging in terms of quality, shelf life, microbiological condition and portion control.
2 Select packaging	2.1 Select ***packaging materials*** appropriate to specific foods,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
materials.	storage or transport requirements and enterprise procedures.
3 Package food according to needs.	3.1 Package food items using ***appropriate packaging*** procedures according to enterprise specifications.
	3.2 Label foods according to the current Australia New Zealand Food Standards Code and local, state or territory regulations.
	3.3 Comply with local, state and territory and national hygiene, OHS, and food and health regulation requirements.
	3.4 Observe ***environmental requirements*** for the food packaging area, including temperature control, humidity and design and construction of shelving and storage facilities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices with regard to packaging, dealing with hot surfaces, lifting and bending
- problem-solving skills to deal with minor problems such as breakage of materials, lack of sufficient quantities of materials and tight timelines
- literacy skills to read instructions and orders and to write labels
- numeracy skills to calculate quantities of food items and packaging materials for particular jobs.

The following knowledge must be assessed as part of this unit:

- hygiene and food safety regulations, particularly related to storing and transporting food, including local, state or territory and national food and health regulations pertaining to food production and packaging
- characteristics and uses of different packaging materials
- environmental appropriateness of different packaging materials

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- portion control practices and principles
- functional design requirements for food packaging areas.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • safe packaging within food safety requirements and regulations • selection and use of suitable packaging materials and methods for a range of food item types • industry-realistic timeframes for the packaging process.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills using a range of appropriate packaging materials, catering equipment and authentic food items.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate packaging foods • inspection of items packaged by the candidate • written or oral questions to test knowledge of packaging types and methods for different types of food, hygiene aspects of packaging, maintaining food quality and nutritional value • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: SITXFSA003A Transport and store food in a safe and hygienic manner.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Packaging materials may include:	• polystyrene foam • cartons • plastic cling wrap • plastic or foil containers • metal or plastic trays.
Appropriate packaging must be:	• non-contaminating • of appropriate dimensions for selected food • visually appropriate to functional need • capable of protecting food from damage • environmentally appropriate • stackable and transportable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Environmental requirements relate to:	• temperature control • humidity • design and construction of shelving and storage facilities • protection from contaminants, including pests and foreign objects • cleaning and sanitising packaging equipment and area.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC031A Operate a fast food outlet

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a limited range of food and menu items in a catering operation or small outlet in various venues in the hospitality and tourism industry. Food and menu items are limited and defined and include fast food or specific and routine meals such as breakfasts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those working in catering enterprises where fast food or a limited range of food items are prepared and served, such as those at attractions, theme parks, events, sporting venues, kiosks and small food outlets. It may also apply to other catering operations, such as canteens, cafeterias and institutions where food is prepared and served. Those undertaking this role work under supervision and usually are part of a team.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for service.	1.1 Review menu or product list to determine required food items for ***food outlet***.
	1.2 Check quantities and quality of products and ***fast food*** items and restock where necessary.
	1.3 Carry out ***mise en place*** to ensure sufficient and appropriate food items are prepared in order to commence service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Complete mise en place in an efficient and timely manner before service commences.
	1.5 Meet ongoing requirements for additional food items at an appropriate time.
	1.6 Display service area and food items in a clean, hygienic and attractive manner.
	1.7 Check that personal presentation and hygiene requirements are met and maintained throughout service.
	1.8 Carry out mise en place and cooking according to safety and hygiene requirements.
2 Serve customers.	2.1 Determine and meet customer requirements in terms of speed of service, quantity, quality, additions and modifications to standard recipes and special requirements.
	2.2 Use customer service skills to provide polite, efficient and effective service to customers and colleagues.
	2.3 Provide assistance to customers in selection of food items where required and provide information about certain substances in food that may cause harm to some individuals according to enterprise procedures and regulatory requirements.
	2.4 Employ selling skills according to enterprise practices where required.
	2.5 Operate equipment in a safe manner according to manufacturer instructions and principles of OHS.
3 Cook and prepare food.	3.1 Select and use appropriate ***equipment*** correctly and safely for particular cooking methods.
	3.2 Select and assemble correct ingredients according to enterprise practices.
	3.3 Employ appropriate ***cooking methods*** according to enterprise procedures.
	3.4 Heat foods requiring reheating at the correct temperature for the required length of time, according to enterprise practices and food safety principles.
	3.5 Organise work in consultation with other team members where appropriate, to ensure that food is prepared or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	cooked in a timely manner and ongoing customer service is provided.
	3.6 Use portion control in order to minimise waste.
4 Present food.	4.1 Present food items attractively without drips or spills and according to enterprise requirements.
	4.2 Portion food according to enterprise standards.
	4.3 Present food in appropriate hot or cold storage or presentation equipment.
5 Store food.	5.1 Store food in the correct manner according to principles and practices of hygiene and food safety.
	5.2 Monitor, account for and reorder stock when required.
6 Clean and maintain equipment.	6.1 Maintain equipment according to manufacturer instructions.
	6.2 Clean equipment as required before, during and after completion of service.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- a range of basic cooking skills for fast foods, including a selection appropriate to the enterprise from:
  - hot plate
  - reheating
  - microwaving
  - baking
  - roasting

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- boiling
- chargrilling and barbecuing
- waste minimisation techniques and environmental considerations in relation to the operation of a fast food outlet
- safe work practices as required by OHS legislation and guidelines
- problem-solving skills to deal with minor problems such as shortages of food items, difficult customers, burnt or undercooked food, and poor quality commodities
- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read instructions, menus, recipes, task sheets and instructions and to write labels
- numeracy skills to add up bills and calculate quantities or portions required.

The following knowledge must be assessed as part of this unit:

- principles and practices of personal and food hygiene and regulatory requirements related to food safety
- product knowledge of range of food offered.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • application of hygiene and safety principles and procedures • ability to organise and prepare a range of foods efficiently and within realistic industry timeframes • preparation of food items for customers on more than one occasion and within industry-realistic time constraints.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- demonstration of skills in a fast food environment that contains sufficient and appropriate food service and cooking equipment for the preparation and service of fast food items to reflect commercial operating practice, including:
  - tools and utensils, such as scrapers, tongs, ladles, seasoning shakers, metal spoons and bowls
  - cooking equipment, such as microwaves, deep-fryers, hot plates, rotisseries, pans, urns, bains marie and food warmers
  - refrigeration and storage facilities
  - cash handling and storage facilities, including cash registers
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing, cooking and serving food items
- sampling of items prepared by the candidate
- inspection of a fast food service area set up and operated by the candidate
- written or oral questions to test knowledge of hygiene and OHS issues related to cooking and serving fast food
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC004B Clean and maintain kitchen premises

SITHCCC007A Prepare sandwiches.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Food outlet may include:

- food courts
- counters in canteens and cafeterias
- mobiles
- trays
- stands
- carts or caravans.

Fast food refers to food that has been prepared off site and requires re-thermalising, and to simple food items that require basic cooking or preparation techniques, and may include:

- fairy floss
- hot dogs
- pizza
- fish and chips
- hamburgers
- fried chicken
- sandwiches
- salads
- sushi
- souvlaki and doner kebabs
- noodles and pasta
- pre-prepared soups
- ice-cream and shakes
- pies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• breakfast items such as bacon and eggs, sausages, grilled tomatoes, toast and pre-prepared croissants or other bakery items.
Mise en place refers to basic preparation before service, including:	• assembling and preparing ingredients for menu items • cleaning, peeling and slicing fruit and vegetables • preparing simple food items such as salads, sandwiches, garnishes, coatings and batters • selection and handling (thawing, reconstituting, regenerating and re-thermalising) of portion-controlled and convenience products • display of goods in appropriate storage facility.
Equipment may include:	• utensils • cutlery • microwaves • deep-fryers • hot plates • rotisseries • pans and urns • bains marie • food warmers.
Cooking methods may include deep-frying and grilling and an appropriate selection from the following, according to enterprise requirements:	• hot plate • reheating • microwaving • baking • roasting • boiling • chargrilling and barbecuing.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC032A Apply cook-chill production processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply the planned process of food preparation, cooking, chilling, storage and re-thermalisation of food by cook-chill. The unit applies to food production by cook-chill methods either in an enterprise workplace or in a centralised production kitchen.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where cook-chill is used, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Those undertaking this role could be working as part of a team and under limited supervision, such as cooks and catering assistants.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXFSA001A Implement food safety procedures

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Ensure goods received conform to appropriate food hygiene and health standards.	1.1 Determine temperatures of delivered goods by using temperature measuring devices and ensure that they are within specified tolerances. 1.2 Complete appropriate records according to enterprise practices and regulatory requirements. 1.3 Receive and check meats, dairy and perishables against requisition docket for quality and freshness as per

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	enterprise specifications.
2 Prepare and cook food to safe industry standards.	2.1 Cook ***food*** to specified internal temperatures. 2.2 Keep microbiological and chemical changes within safe tolerances. 2.3 Maintain the quality of food consistently at the optimum level in terms of taste and appearance.
3 Chill cooked food.	3.1 Meet time and temperature standards for blast and water-bath chilling. 3.2 Ensure that food quality is maintained throughout the chilling process.
4 Store cooked food under refrigeration.	4.1 Meet time and temperature standards for storage. 4.2 Ensure that spoilage is minimised. 4.3 Store food dynamically (first in-first out). 4.4 Select appropriate containers for storage. 4.5 Ensure that labelling is correct and clear. 4.6 Monitor storage temperatures to ensure they are correct.
5 Distribute cook-chill products.	5.1 Where necessary, transport food from production kitchen to outlets by refrigerated transport or insulated containers. 5.2 Maintain safe handling of food throughout the distribution cycle. 5.3 Check and record temperature levels at dispatch and receiving. 5.4 Observe requirements of hazard analysis and critical control points (HACCP) or other food safety program during the entire cook-chill cycle, including protecting food from the temperature danger zone.
6 Re-thermalise (reheat) cook-chill food products.	6.1 Execute *re-thermalisation* of food to standard guidelines using ***appropriate methods***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- skills to use a temperature measuring device on a range of food products and ingredients at a range of temperatures
- problem-solving skills to deal with problems, such as equipment failure or malfunction
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and ingredients required and to monitor temperatures.

The following knowledge must be assessed as part of this unit:

- temperature specifications for the maintenance of food quality in the cook-chill process
- food storage requirements in relation to cook-chill
- principles and methods of cookery, including preparation and cooking techniques for all major food groups
- features of cook-chill systems, and procedures for using cook-chill equipment
- regulatory and legislative requirements for health and safety, food safety and hygiene of particular relevance to cook-chill, including national Food Standards
- high risk groups for food-borne illness and reasons for this.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • a variety of food items must be produced • observance of HACCP or other food safety program requirements during the entire cook-chill cycle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to operate a cook-chill system and equipment
- ability to produce, package, label and store food items prepared
- production of multiple cook-chill food items to meet differing needs
- preparation of cook-chill food items within typical work time constraints
- knowledge of OHS and food hygiene regulations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using suitable cook-chill equipment and authentic food items, including:
  - pasteurising equipment
  - packaging material
  - suitable refrigerated storage area
  - chilling equipment, such as blast chiller or ice slurry tumbler
  - vacuum sealing equipment
  - pH tester
  - thermocouple chilling equipment
  - commercial re-thermalisation equipment, such as combi-steamer
  - fixed and hand-held cooking equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using cook-chill equipment
- sampling of cook-chill items prepared by the candidate
- written or oral questions to test knowledge of suitable items for cook-chill systems, hygiene issues related to cook-chill systems and specifications and procedures for cook-chill
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	for example: SITXFSA003A Transport and store food in a safe and hygienic manner.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Foods to be produced by cook-chill methods and re-thermalised may consist of entire meals or individual items according to enterprise requirements, including:	• bulk foods • plated meals • sous-vide products • meals-on-wheels • takeaway meals.
Appropriate methods for re-thermalisation may include:	• low-heat convection • infra-red radiation • microwaving • water bath • kettle heating • using combi ovens.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC033B Apply catering control principles

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to minimise waste to reduce costs, maximise profitability and minimise negative environmental impacts. It requires the ability to effectively order, store and rotate stock to minimise contamination, wastage, loss and theft.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all hospitality and catering operations operations where food and related services are provided, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering.

This unit describes a key operational function for cooks and chefs working at any level. Their role may be operational, supervisory or managerial. Job roles include breakfast cook, short order cook, fast food cook, cook, chef, chef de partie, sous chef, executive chef, caterer, patissier and chef patissier.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC005A Use basic methods of cookery

SITHCCC016A Develop cost-effective menus.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Follow procedures to reduce wastage.	1.1 Follow appropriate ***procedures for reducing wastage*** during ordering, storage and processing of food.
	1.2 Take appropriate security measures to reduce loss.
2 Minimise waste and	2.1 Effectively control portions sizes using calibrated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	equipment where appropriate.
minimise negative environmental impacts.	2.2 Follow recipes accurately to avoid wastage.
	2.3 Order suitable quantities of stock to avoid over or under-ordering.
	2.4 Rotate and document stock accurately.
	2.5 Store food correctly and securely to minimise contamination, wastage, loss and theft.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation and cooking, stock control and storage procedures that assist waste minimisation and environmental sustainability
- problem-solving skills to deal with options to minimise contamination and waste, increase yield and improve security
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate quantities of stocks and to measure portion sizes..

The following knowledge must be assessed as part of this unit:

- role of the kitchen as a profit centre within an overall business
- links between hygiene, food safety, waste minimisation and environmental sustainability
- procedures for reducing wastage in kitchen operations and for the organisation in particular
- stock rotation practices for kitchen operations and for the organisation in particular.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to use portion control, stock control and other waste reduction measures effectively
- ability to use the food safety program effectively to minimise food contamination and spoilage
- production of portion-controlled menu items.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped commercial kitchen using authentic ingredients and food items, as defined in the Assessment Guidelines.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of amount of products used by the candidate across a period of operation
- review of reports prepared by the candidate detailing ways in which waste was minimised during a service period
- written or oral questions to test knowledge of waste minimisation and control systems
- review of stock control and portion control documentation prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Procedures for reducing wastage must include:	• portion control • ordering to specifications • stock rotation • using appropriate equipment • appropriate storage • using standard recipe cards • following a food safety risk management program.

Unit Sector(s)

Sector	Hospitality

Competency field

Competency field	Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC034A Apply cook-freeze production processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply the process of cook-freeze food production, and covers receipt of goods, cooking, freezing, storing, thawing and reheating food to ensure microbiological safety and palatability.

This unit is equivalent to the unit HLTFS3A Apply cook-freeze production processes, contained within the Health Training Package.

The unit may be customised to suit enterprise-specific production processes or centralised operations and to cover specific needs. For example, a food production kitchen may not freeze cooked food and its scope of operation may involve receiving precooked and frozen food for storage, preparation, plating and distribution.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where a cook-freeze system is used, particularly to enterprise-based or centralised production, receiving and finishing kitchens in various institutions, including residential care facilities, hospitals, correctional centres, defence forces, restaurants, cafeterias, canteens, cafes, fast food shops, events or function catering enterprises, catering enterprises, meals-on-wheels services and in-flight and other transport catering. Those undertaking this role would usually be working as part of or supervising a team, or under limited supervision such as cooks and catering assistants.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite units: SITXFSA001A Implement food safety procedures SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Receive and store goods according to appropriate food hygiene and health standards.	1.1 Check delivered goods to ensure correct quantities and acceptable use-by dates. 1.2 Conduct ***temperature checks*** on delivered goods by using temperature measuring devices correctly and ensuring that they are within specified tolerances. 1.3 Record temperature check results according to enterprise procedures. 1.4 Move stock quickly to freezer storage, ensuring that freezer doors are not left open for extended periods of time.
2 Prepare and cook food to meet industry safety standards.	2.1 Check to ensure raw food and ingredients are not spoilt or contaminated prior to preparation. 2.2 Prepare and cook ***foods*** according to quality control requirements and food standards for cook-freeze operations. 2.3 Portion and package food following required procedures, including correct time and temperature and using correct containers for freezing where necessary.
3 Freeze cooked food.	3.1 Freeze food according to appropriate food safety standards. 3.2 Freeze food in batches, according to enterprise procedures, allowing each freezing cycle to be completed.
4 Store frozen food.	4.1 Label frozen food items according to relevant food standards and codes of practice. 4.2 Place food items in ***appropriate storage*** once the freezing cycle and labelling is complete. 4.3 Monitor and record storage temperatures accurately.
5 Prepare frozen food for reheating.	5.1 Remove required food items from the freezer and allow to ***thaw*** according to enterprise procedures and food safety requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.2 Space trays to permit air circulation.
	5.3 Thaw product to 0-4 degrees Celsius within 24 hours.
	5.4 Transport food safely to the point of production and service, maintaining correct temperatures.
6 Reheat food product.	6.1 Preheat oven to required temperature according to enterprise procedures and food safety standards.
	6.2 Prepare food product for reheating appropriately.
	6.3 Space reheating containers to allow air flow.
	6.4 Reheat using ***appropriate methods*** according to manufacturer recommendations, oven type, loading procedures and other established procedures of the enterprise and food safety standards.
	6.5 Check and record product temperature according to enterprise procedures and food safety standards.
	6.6 Clean thermometers between temperature checks of each food item.
	6.7 Reheat fully frozen food where required in emergencies, according to enterprise procedures and food safety standards.
7 Maintain and serve reheated food.	7.1 Transfer reheated food safely to heated bain marie.
	7.2 Maintain food temperature at 70 degrees Celsius.
	7.3 Minimise warm holdings.
	7.4 Follow portion control and serving procedures of the enterprise.
	7.5 Serve or deliver food items at temperatures that comply with food safety standards, enterprise policy and client preferences.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- conducting temperature checks and recording data
- using cook-freeze production equipment
- problem-solving skills to deal with problems such as equipment failure or malfunction
- literacy skills to read menus, recipes, task sheets and equipment manuals
- numeracy skills to calculate portions and ingredients required, and to monitor temperatures.

The following knowledge must be assessed as part of this unit:

- temperature specifications for the maintenance of food safety and quality
- freezing and storage requirements, including preparation and packaging
- principles and methods of food production
- cook-freeze systems
- OHS, food safety and hygiene regulations, including safe food-handling practices
- hazard analysis and critical control points (HACCP) or other food safety program requirements for the entire cook-freeze production and delivery process.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- a variety of food items must be produced
- production of multiple cook-freeze food items to meet differing needs
- observance of HACCP or other food safety program requirements during the entire cook-freeze cycle
- ability to operate a cook-freeze system and equipment
- ability to produce, package, store, re-thermalise and serve food items prepared within a cook-freeze system
- OHS and food hygiene regulations
- preparation of cook-freeze food items within typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	work time constraints.
Context of and specific resources for assessment	Assessment must ensure demonstration of skills using industry-current cook-freeze equipment and authentic food items, including: • pasteurising equipment • packaging material • suitable refrigerated storage area • chilling equipment, such as blast chiller or ice slurry tumbler • vacuum sealing equipment • pH tester • thermocouple chilling equipment • commercial re-thermalisation equipment, such as combi-steamer • fixed and hand-held cooking equipment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing and cooking cook-freeze food items • sampling of food items prepared, processed, packaged, frozen and re-thermalised by the candidate • written or oral questions to test knowledge of suitable items for cook-freeze systems and hygiene issues related to cook-freeze systems • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITXFSA003A Transport and store food in a safe and hygienic manner.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Temperature checks must be conducted on a range of foods, including:	• raw foods • ingredients • cold, frozen or reheated foods or ingredients.
Foods to be produced by cook-freeze methods may consist of entire meals or individual items according to enterprise requirements, including:	• bulk foods • plated meals • sous-vide products • meals-on-wheels • takeaway meals.
Appropriate storage may include:	• temperature • stock rotation • shelf life • food safety • impact on product quality • protection from contamination and spoilage.
Appropriate methods for ***thawing*** frozen food items may	• chillers • coolrooms

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include use of:	• refrigerators.
Appropriate methods for reheating may include:	• low-heat convection • infra-red radiation • microwave • water bath • kettle • combi ovens.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC035A Develop menus to meet special dietary and cultural needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop menus and meal plans for all Australians, including meeting specific dietary and cultural needs. The unit focuses on the knowledge and skills required to meet nutritional requirements in the preparation of meal plans, diets and menus. The menu may be developed with or without the direction of a dietician or medical specialist, depending on the job role. This unit does not cover preparation and cooking of food to meet dietary and cultural needs which is addressed in SITHCCC029A Prepare foods according to dietary and cultural needs. Nor does it focus on general menu planning principles involving budgetary and marketing concerns, which are covered in SITHCCC040A Design menus to meet market needs.

Evidence is required of knowledge and understanding of a range of different cultural, dietary and special requirements. However, the focus of this range will vary according to the target markets of a particular workplace. Special dietary needs include therapeutic and contemporary regimes as well as customer requests.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those responsible for developing menus in all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

catering and private catering. Those undertaking this role would be supervisors or managers and may be chefs or others such as catering managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify the dietary and cultural requirements of customers.	1.1 Identify the ***dietary*** and ***cultural requirements*** of different ***target groups*** through consideration of all appropriate ***factors***. 1.2 Take into consideration ***contemporary dietary trends and regimes*** in assessing dietary requirements. 1.3 Liaise with dieticians, medical specialists or other relevant people in order to identify and confirm requirements, where appropriate.
2 Develop menus and meal plans to meet dietary and cultural requirements.	2.1 Select a variety of suitable foods, meals and menus for specific requirements taking account of Dietary Guidelines for Australians and menu planning principles. 2.2 Develop ***menus and meal plans*** that promote good health and reduce the incidence of diet-related health problems, in consultation with relevant people and according to job role. 2.3 Prepare cyclic menus when required and balance them in terms of nutritional requirements and variety. 2.4 Recommend food preparation and cooking methods to maximise nutritional value of food. 2.5 Identify appropriate combinations of food to meet macro and micro nutrient requirements. 2.6 Take into consideration special needs, including texture, composition and portion size. 2.7 Incorporate sufficient choice of dishes into the menus. 2.8 Cost menus to comply with costing constraints and to maximise profitability of menus. 2.9 Use correct terminology in menus and meal plans.
3 Evaluate meals and menus.	3.1 ***Evaluate*** meals and menus to ensure customer satisfaction. 3.2 Adjust menus as required to ensure dietary needs and goals are met.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cookery techniques and recipe modification to suit special dietary requirements
- literacy skills to read and write menus and recipes
- communication skills to liaise with dieticians and relevant people, clarify requirements, provide information, and listen to and interpret information and non-verbal communication
- numeracy skills to calculate nutritional values of foods and menus and to calculate cost of menus.

The following knowledge must be assessed as part of this unit:

- basic principles and practices of nutrition, including:
  - nutrients and their food sources
  - influences on food choice
  - food labelling requirements and interpretation
  - food additives and preservatives
  - health implications of food choices
- Dietary Guidelines for Australians, including Dietary Guidelines for Older Australians, and Dietary Guidelines for Children and Adolescents
- dietary sensitivities, including food allergies and intolerances, diabetes and other medical conditions
- existence of drug-food interactions, and the health and legal consequences of failing to address special requirements
- commodity knowledge of ingredients suitable for meeting basic nutritional and special dietary needs
- effects of various cooking methods and food storage on nutrients.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare a variety of menus and meal plans to meet different dietary and cultural needs
- knowledge of commodities required to meet particular dietary and cultural needs
- knowledge of the consequences of failing to address special dietary requirements
- project or work activities that allow the candidate to develop menus to meet multiple and differing dietary and cultural needs.

Context of and specific resources for assessment

Assessment must ensure:

- use of real customers with special dietary needs from different target markets.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of menus and meal plans prepared by candidate involving a variety of target markets and purposes
- case studies to assess ability to develop menus and meal plans for different target groups and circumstances
- written or oral questions to test knowledge of nutrition, cultural and dietary requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC040A Design menus to meet market needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Dietary requirements may include:	• vegetarian • vegan • modified sodium or potassium • low-fat or low-cholesterol • lacto-ovo • high-fibre • gluten-free • high or low-energy • diabetic • modified texture • high or low-protein • fluids • exclusions for allergies and food intolerance. •
Cultural requirements may include the dietary requirements or sanctions and cultural needs of any ethnic, cultural or religious	• kosher • halal • vegetarian • Hindu.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

group, including:

Target groups refer to all sectors of the population and may include:	• infants • children • adolescents • athletes • the aged.
Factors to be considered when identifying the dietary and cultural needs of target groups may include:	• age requirements • lifestyle • food preferences • food restrictions or allergies • physical condition • nutritional requirements • those with varying nutritional and energy requirements due to physical condition • cultural or religious needs.
Contemporary dietary trends and regimes may include current trends and fashions such as:	• vegetarian • low-fat, low-carbohydrate or low-kilojoule • macrobiotic.
Menus and meal plans may be developed to address the requirements of individuals or larger target audiences, including:	• daily meal plans • daily or weekly menus • cyclic menus.
Methods used to ***evaluate*** diets and meal plans, and analyse foods may include:	• computer programs • customer feedback questionnaires • interviews with customers and health support personnel • nutrition guides.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC036B Select catering systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate and select catering systems, including cook-chill systems, to meet the food production needs of a catering enterprise. It focuses on the planning and evaluation processes undertaken by supervisors and managers prior to the purchase of a system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. It applies to those involved in setting up and monitoring the catering system for an enterprise. Those responsible would be in management roles, such as catering managers or head chefs.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Review catering system requirements.	1.1 Review ***catering system*** requirements taking into account all ***relevant factors***. 1.2 Identify ***enterprise constraints for the system***.
2 Evaluate and select the catering system.	2.1 Evaluate the food production characteristics of systems against identified requirements. 2.2 Evaluate system processes and equipment for all ***stages of the food production process***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3 Evaluate staffing requirements for specific systems and match to identified requirements.
	2.4 Evaluate the installation requirements for specific systems and their operational impacts.
	2.5 Take into account production and organisational changes required to introduce particular systems.
	2.6 Identify and assess potential wastage issues for effects on profitability and their ability to cause negative environmental impacts.
	2.7 Identify quality control and hazard analysis and critical control points (HACCP) requirements for the chosen system.
	2.8 Consider costs and benefits of different systems and make selections accordingly.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to consider options and select the most appropriate option for a particular situation, and to deal with malfunctioning equipment
- literacy skills to assess published information on different catering systems
- numeracy skills to calculate operating costs and costs of purchase versus hire.

The following knowledge must be assessed as part of this unit:

- principles and methods of cookery for all major food groups, including preserved and packaged foods
- types of catering systems and their operating features, including:
  - fresh cook
  - cook-chill for 5 day life
  - cook-chill for extended life
  - cook-freeze
  - commercially packaged foods (tinned or dried)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- knowledge and understanding of the nutrition principles relating to each system
- requirements, regulations and legislation that impact on different systems, including OHS, hygiene codes, HACCP and storage issues.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to assess and select catering systems for specific catering operations
- ability to determine enterprise needs and constraints in selecting a system
- project or work activities that allow the candidate to select a system for specific workplace situations and needs.

Context of and specific resources for assessment

Assessment must ensure:

- access to a range of catering systems, related documentation and suppliers.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- case studies to assess ability to select appropriate catering systems for a particular enterprise or context
- project to select an appropriate catering system for an enterprise, including research, costing, evaluation and recommendations
- evaluation of reports prepared by the candidate detailing the processes and challenges involved in the selection of a catering system
- written or oral questions to test knowledge of advantages and limitations of various catering systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC017A Organise bulk cooking operations

SITHCCC032A Apply cook-chill production processes

SITXFIN007A Manage physical assets.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Catering systems refer to integrated and distinct production, distribution and service systems, including the following:

- fresh cook
- cook-chill for 5 day life
- cook-chill for extended life
- cook-freeze.

Relevant factors may include:

- type of menu and nutritional requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• production volume • location of service points • holding requirements.
Enterprise constraints for the system must include availability of:	• facilities and equipment • operational issues • financial resources • human resources (current skills and training needs).
Stages of the food production process that need to be considered and evaluated in the selection of catering systems must include:	• receiving • storing • mise en place • preparing or cooking • post-cooking storage • re-thermalisation or reconstitution where applicable • serving.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC037C Manage facilities associated with commercial catering contracts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage commercial catering facilities. It requires the ability to manage facility maintenance, stores, client services and environmental sustainability.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering.

The unit can apply to the in-house management of a catering facility or can apply to those situations where a caterer may hold a contract to operate a catering outlet within a venue owned by another organisation, e.g. within a school or sporting club.

Managing a catering facility involves a strategic focus on the overall operation of the facility. This unit applies to senior industry managers and owner-operators who operate autonomously.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Co-ordinate facility maintenance.	1.1 Identify the scope of ***maintenance*** requirements according to contract or scope of operations.
	1.2 Allocate responsibility for specific maintenance functions considering the advantages and disadvantages of in-house staff and external contractors.
	1.3 Organise regular maintenance of facilities on a timely basis to meet specific requirements and budgetary targets.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Comply with relevant ***regulatory and legislative requirements***.
2 Manage catering stores and storage areas.	2.1 Purchase, receive, store and transfer stock according to contracted requirements and negotiated supplier agreements. 2.2 Organise storage, ***stock control*** and distribution systems for the facility according to contracted requirements, OHS and health department regulations. 2.3 Maintain accurate records and reports according to enterprise policies and procedures.
3 Maintain a facilities assets register.	3.1 Identify and register all assets clearly. 3.2 Conduct routine audits of assets. 3.3 Issue asset and inventory reports according to enterprise practices.
4 Manage client services associated with the facility.	4.1 Liaise with ***stakeholders*** to determine general and specific requirements for client services. 4.2 Monitor existing client services across all ***areas of operation*** to identify areas for improvement. 4.3 Arrange for temporary or permanent ***upgrades or modifications of existing services*** and facilities as required and according to appropriate regulations. 4.4 Organise additional human, physical or financial resources according to customer requirements. 4.5 Arrange for the provision of new services or facilities where required. 4.6 Maintain budgetary targets in the management of client services. 4.7 Review feedback on catering services and modify provision of client services accordingly.
5 Plan for and manage environmental sustainability.	5.1 Develop an ***environmental sustainability policy and procedures*** that reflect the organisation's commitment to reducing negative environmental impacts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.2 Communicate procedures to all relevant staff members.
	5.3 Supervise staff members to ensure they use energy and water resources efficiently in all catering operations to reduce negative environmental impacts.
	5.4 Ensure staff save ***reusable by-products*** of food preparation for future cooking activities.
	5.5 Monitor staff usage of ***recyclable products*** during food preparation
	5.6 Manage recycling and the safe disposal of all ***kitchen waste and hazardous substances***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- analytical and planning skills to evaluate existing operations and plan adjustments
- problem-solving skills to develop approaches to a situation where quality of service is not up to standard
- literacy skills to read and analyse or assess contracts
- writing skills to write policies and procedures
- numeracy skills to calculate the costs of operation.

The following knowledge must be assessed as part of this unit:

- types of arrangements between venues and catering contractors, including scope of typical contracts and services
- stock control systems and procedures found in commercial catering facilities
- procedures for developing and maintaining an assets register
- financial control processes in the context of catering operations
  - safety considerations of particular relevance to commercial catering facilities, including specific requirements for the safe operation of:
  - cooking equipment
  - beverage dispensing equipment
- contents of environmental sustainability policies and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- the environmental impacts of cleaning kitchen premises, equipment and preparing food and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- correct and environmentally sound disposal methods for kitchen waste and hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to manage the operation of a commercial catering facility according to contractual agreements, including maintenance, storage and client service • knowledge of key factors affecting the management of commercial catering facilities • project or work activities conducted over a period of time to allow the candidate to demonstrate the implementation and monitoring aspects of the unit.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational commercial catering outlet, including industry-current equipment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of projects undertaken by the candidate to establish and monitor a small-scale catering outlet (e.g. for an event) • evaluation of reports prepared by the candidate detailing processes and systems used to manage a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	catering facility • case studies to assess ability to establish systems for different styles of catering facilities • written or oral questions to test knowledge of advantages and limitations of facilities management systems • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXFIN004A Manage finances within a budget • SITXFIN007A Manage physical assets • SITXINV003A Manage and purchase stock.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Maintenance may include:	• gardening • cleaning • building repairs • laundry • plumbing and electrical • beverage dispensing equipment • food preparation equipment • safety signage.
Regulatory and legislative requirements may relate to:	• food safety • beverage system safety • appropriate training of staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- environmental
- local council
- fire safety.

Stock control procedures may include:

- stocktaking and reconciliation
- stock rotation
- authorising access
- issuing and requisition systems
- receiving controls
- locks and other security systems.

Stakeholders may include:

- venue owner
- staff
- customers.

Areas of operation to be monitored must include:

- quality of service
- quality of catering
- adequacy of staffing levels
- costs of operation
- hours of operation
- appropriate integration of the facility within the overall venue and associated operational issues
- appropriateness of location.

Upgrades or modifications of existing services or new services may include:

- additional capacity
- amended or expanded menus
- expansion of facility
- adjusted staffing arrangements.

Environmental sustainability policy and procedures may include:

- parts of the organisation and staff members to they apply, including whether it is for the whole organisation, one or multiple sites
- benefits of having a policy and procedures such as a promotional benefit to existing of future clients
- how the organisation will manage resources:
  - energy efficient operations
  - water efficient operations
  - management of other resource usage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- waste management and recycling practices
- minimising the use of printed materials and maximise electronic transmission of all documents to reduce waste
- purchasing from suppliers with environmental credentials ("green purchasing")
- compliance with international or Australian standards for environmental management systems
- subscribing to and complying with industry codes of practice, standards and accreditation scheme requirements
- how the organisation will comply with state, territory or local government environmental protection laws.

Reusable by-products may include:

- meat and fish offcuts
- bones and trimmings
- fruit peelings and offcuts
- vegetable peelings and offcuts
- unused portions of:
  - fruits
  - vegetables
  - seafood, meat and poultry
  - flowers
  - garnishes
  - accompaniments
  - batter
  - dough
  - pastry
  - fillings
  - sauces and dips
  - eggs
  - coconut cream and flesh.
  - combined spices
  - pastes.

Recyclable products may include:

- glass bottles and jars
- plastics
- paper and cardboard
- tin or aluminium containers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- fuit and vegetable matter.

Kitchen waste and hazardous substances may include:

- Any used or out of date ingredient or food item such as:
  - cooking oils
  - animal fat
  - ghee
  - dairy products, including milk, yoghurt, cheeses and. soy products
  - dry goods, such as flours, sugars, pastas and rice
  - fruit and vegetables
  - general food items such as sauces, condiments and flavourings, garnishes, coatings and batters
  - meat, seafood and poultry
  - meat products such as standard cuts, sausages, hams and salami.
- Any cleaning agent or chemicals.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC038B Plan catering for an event or function

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan the catering for an event or function. It involves developing the catering concept and planning and developing an operational plan to meet requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to catering for any type of event. It may be relevant in any industry context, but has particular application to the cultural, community, hospitality, sporting and tourism sectors. This unit is relevant to a caterer or other cookery specialist involved in event catering, but also to non-catering specialists like event managers. The skills to actually provide catering are covered in other cookery and catering units.

While catering is the major focus of the unit, it also refers to additional services that may be offered by a caterer, such as those related to decor and theme.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify overall event objectives and scope.	1.1 Clarify and agree on key objectives of the ***event or function*** in consultation with stakeholders. 1.2 Analyse ***broad factors influencing catering*** and consult with ***stakeholders*** to determine overall approach.
2 Prepare the catering concept for an event or function.	2.1 Contribute ideas to the event concept, theme and format, according to scope of responsibility. 2.2 Identify and define ***key catering elements*** in consultation with stakeholders to reflect event or function objectives and meet customer needs. 2.3 Incorporate ***creative elements*** into the catering concept

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and theme.
	2.4 Verify the operational and service practicality of the catering concept, theme and format through consultation and analysis.
3 Prepare and implement an operational plan for the catering of an event or function.	3.1 Prepare an ***operational plan*** for the provision of catering and ***ancillary services***, identifying steps, activities and sequence.
	3.2 Incorporate appropriate ***risk management issues*** into the plan.
	3.3 Review, verify and finalise details with the client.
	3.4 Provide accurate and complete information on the catering concept and operational plans to all relevant stakeholders to ensure timely and effective planning and implementation.
	3.5 Obtain approval from relevant stakeholders prior to implementation.
	3.6 Implement and monitor the catering plan for the event, making adjustments as required.
	3.7 Obtain feedback after the event and review plans to evaluate client satisfaction and degree to which it met objectives and client requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking skills to analyse event concept and develop, evaluate and select catering options
- planning and organisational skills to develop cohesive operational plans and procedures for event catering
- communication skills to consult and liaise on catering requirements with customers and other stakeholders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to interpret event information and develop catering documentation and specifications
- numeracy skills to work with catering numbers and event schedules.

The following knowledge must be assessed as part of this unit:

- formats and features of different types of events, including the interrelationship between catering and other event aspects and role and responsibilities of different event personnel
- catering options and styles for different types of events, different types of customers, and varying numbers
- operational constraints for catering within different styles of venue or site and in different climatic conditions
- space and equipment requirements for different styles of catering and varying numbers
- safety considerations associated with different types of catering equipment, including:

cooking equipment

beverage dispensing systems (inert gas, chemical use)

- staffing and service requirements for particular types of catering
- typical formats and running orders for different styles of events
- principles and practices of food safety for preparation, storage and transport of food
- risk management issues to be considered in the particular context of event catering.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to plan catering that reflects event objectives and is operationally practical • knowledge of the range of catering options to be considered for different event styles and contexts • knowledge of issues and challenges associated with event catering • project or work activities conducted over a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	commercially realistic period of time so that the planning, evaluation and monitoring aspects of catering for an event or function can be assessed • demonstration of skills through the planning of catering for at least two different styles of event.
Context of and specific resources for assessment	Assessment must ensure: • access to and interaction with event industry suppliers • involvement of and interaction with an event principal or organising group.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of the catering at an event where catering is coordinated by the candidate • case studies to assess ability to develop catering concepts and plans for different types of event • evaluation of reports prepared by the candidate detailing the planning processes undertaken for an event and highlighting particular challenges and issues • written or oral questions to elicit further explanations on various aspects of planning • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Event or function *may include*:

- sporting events
- defence operations
- exhibitions and shows, such as trade shows
- product launches
- conferences
- meetings or seminars
- training events
- social celebrations.

Stakeholders *may include*:

- event customers
- suppliers and contractors
- local community
- organising committees
- local authorities
- colleagues
- facilitators
- entertainers.

Broad factors influencing catering may include:

- event purpose
- concept, style and theme
- date and time
- duration
- nature of venue
- numbers
- audience or market profile
- equipment availability
- overall budget estimate.

Key catering elements may include:

- type of food, including nutritional and cultural requirements
- beverage requirements
- style of service
- timing of service
- location of production and service
- link between food and other aspects of the event, such

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	as speeches • production and transport issues • catering staff requirements • liaison with others involved in the event.
Creative elements may include:	• innovative presentation of food and beverage • food with interesting links to other event aspects • unusual combinations of food items or service ideas • innovative options to address particular operational limitations.
Operational plan may include:	• costing of components and total catering • on-site catering management • staffing and contracting • roles and responsibilities • logistics and transport details • resources, e.g. venue, commodities, equipment, machinery, vehicles and staff • security arrangements • purchasing and storage of food, beverage, materials and equipment • production and distribution of food and beverage • recycling and correct and environmentally sound disposal practices for kitchen waste and hazardous substances.
Ancillary services may relate to:	• theme and decor • management of event • staffing • logistics.
Risk management issues may relate to:	• availability of equipment • power sources and back-up options • general food safety issues • beverage dispensing system safety • food safety issues for particular food types • seasonal fluctuations in food prices • customer preferences and inherent risks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- cooking and service times
- venue access and impacts on food preparation.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC039B Prepare tenders for catering contracts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare tenders for catering contracts.

Tenders may relate to contracts for one-off events or for the longer term provision of catering services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. The role could be undertaken by senior operating personnel, marketing coordinators, supervisors or managers within catering operations.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXADM003A Write business documents.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Clarify requirements of catering tenders.	1.1 Interpret ***contents of the tender brief*** and assess in terms of the organisation's capacity to meet stated requirements.
	1.2 Identify and plan action required for development of the tender submission.
	1.3 Identify fixed and variable costs within the brief.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Undertake liaison with the customer to clarify requirements where appropriate.
2 Develop details for inclusion in tender.	2.1 Develop proposed products and outcomes to meet tender requirements, including menus, food and beverage specifications, style of service, theme and decor.
	2.2 Develop proposed ***operational details*** to meet tender requirements.
	2.3 Develop accurate costings for all proposed products and services.
	2.4 Develop options to meet and where possible exceed the expectations of the customer.
	2.5 Evaluate possible competitors and develop appropriate strategies to address competitive issues.
3 Prepare tender documents.	3.1 Prepare tender documents within the designated timelines according to requirements of the brief.
	3.2 Present tender documents in a format that maximises the use of presentation and promotional techniques.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- presentation techniques for tender documents
- problem-solving skills to deal with inability to access services or products or to work out least expensive options
- literacy skills to read information about an event or catering operation and costings
- numeracy skills to calculate costs for the tender.

The following knowledge must be assessed as part of this unit:

- components typically required for catering tenders and detailed knowledge of the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

operational and cost issues associated with each of those components
- quality assurance issues related to catering tenders.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare a tender document for a specific commercial catering contract, including effective assessment of the brief, coordination of tender details, accurate and profitable costing and professional presentation • knowledge of typical requirements and formats for catering tender documents.
Context of and specific resources for assessment	Assessment must ensure: • project or work activities that allow the candidate to prepare a fully-costed tender for a specific catering contract in a competitive bidding environment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • review of tenders prepared by candidate for a particular event or catering contract • case studies to assess ability to develop options to meet differing tender briefs • review of reports prepared by the candidate detailing the major issues and factors to be considered when preparing tenders for catering contracts • review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHCCC038B Plan catering for an event or function.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Contents of the tender brief may include details of:	• services required • style of service • customers or audience • budget requirements • legal responsibilities of the contractor • legal responsibilities of the principal • operational and financial management requirements.
Operational details must include:	• staffing • transport • stock control

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- equipment and resources
- security and emergency plan
- plans for recycling and correct and environmentally sound disposal of kitchen waste and hazardous substances.
- facilities management approaches.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHCCC040A Design menus to meet market needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan menus for specific target markets.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHCCC016A Develop cost-effective menus.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and evaluate target markets for the catering outlet.	1.1 Identify current ***target markets*** for the enterprise, based on past and current operations and performance. 1.2 Identify potential target markets based on review of the current marketplace and the nature and style of the operation. 1.3 Evaluate the preference of key markets and match these with overall enterprise products and services.
2 Evaluate market trends in food service.	2.1 Identify and access information sources on ***market trends*** in food service. 2.2 Evaluate market trends for relevance to enterprise current and potential markets.
3 Create menus based on market analysis and	3.1 Incorporate relevant market trends into food service and menu planning.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
within budgetary constraints.	3.2 Develop ***menus*** to take account of market trends. 3.3 Develop menus to take account of enterprise operational constraints or limitations. 3.4 Construct menus to meet profitability targets.
4 Monitor menu performance.	4.1 Monitor customer satisfaction with menus based on demand patterns and consultation with customers and operational staff. 4.2 Analyse menu items in terms of sales and profit performance. 4.3 Adjust menus based on feedback and profitability.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic market research techniques in relation to food service preferences and trends
- costing and budgeting techniques for menus
- problem-solving skills to overcome operational constraints or limitations, such as special needs of different customer groups, through menu planning
- literacy skills to research and analyse menus and recipes
- writing skills to write menus and product descriptions
- numeracy skills to calculate costs of menus and work within budgets.

The following knowledge must be assessed as part of this unit:

- different types and styles of menus for different type of food outlets
- historical development of menus and modern trends in menus
- current food trends and typical cultural and ethnic dining influences
- product knowledge of seasonal products and commodities required to meet menu needs of particular target groups
- principles of nutrition, including Dietary Guidelines for Australians, ways of planning nutritionally-balanced menus, the effects of cooking on the nutritional value of food and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

the nutritional needs of target groups
- culinary terms used in relation to menus and food items
- sources of information on food service trends.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to conduct market research and identify current and relevant trends • ability to cost menus and food items and develop menus within budgets • preparation of menus meeting the needs of a range of different target markets.
Context of and specific resources for assessment	Assessment must ensure: • project or work activities that allow the candidate to develop multiple menus to meet a range of target markets for various catering operations or hospitality outlets • use of current industry costing data and market trend information.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • review of menus prepared by candidate to meet the needs of different target groups and markets • case studies to assess ability to develop menus to meet differing needs • written or oral questions to test knowledge of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	marketing issues and current trends on food • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHCCC035A Develop menus to meet special dietary and cultural needs • SITXFIN005A Prepare and monitor budgets.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Target markets may include any group within the community, including:	• those with particular nutritional or dietary needs and interests • young people • older people • infants, children and adolescents • prison populations • defence forces • athletes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- health care customers
- people from specific cultural or religious groups
- people from different socio-economic groups.

Market trends in food service may relate to:

- contemporary eating habits
- media influence
- cultural and ethnic influences
- seasonal and popular influences
- major events and festivals.

Menus may be classical, modern or ethnic, including:

- table d'hôte
- à la carte
- set
- function or buffet
- cyclical.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB001C Clean and tidy bar areas

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide general assistance in a bar area. It includes the skills to clean and tidy bars and public areas, including collecting glasses and interacting with customers. It does not include the preparation and service of alcoholic beverages which is found in the unit SITHFAB002C Operate a bar.

Some states and territories will have legislative requirements in relation to the service of alcohol.

Application of the Unit

Application of the unit

This unit reflects the role of a 'bar useful' or may be part of the role of a bar attendant in various hospitality establishments where alcoholic beverages are served such as bars, restaurants and hotels. Persons undertaking the role of bar useful work as part of a team under direct supervision. Bar attendants may work as part of a team but with some autonomy and responsibility for own outcomes.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units SITXOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Clean bar and equipment.	1.1 Clean ***bar surfaces and equipment*** according to enterprise standards and hygiene regulations, in consultation with other bar attendants and with minimum disruption to bar operations.
	1.2 Operate equipment according to manufacturer instructions and enterprise procedures.
	1.3 Check condition of utensils and glassware during the cleaning process for dirty or damaged items.
	1.4 Safely dispose of broken and cracked items and other waste according to enterprise procedures and environmental considerations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Clean and maintain public areas.	2.1 Identify ***public areas*** that require cleaning or maintenance promptly and take appropriate action.
	2.2 Clear empty and unwanted glasses on a regular basis with minimum disruption to customers.
	2.3 Clean and prepare tables and public areas hygienically according to enterprise requirements.
	2.4 Interact with customers, where appropriate, to enhance customer service.
	2.5 Contibute to venue profitability by proactively offering information and advice about products and services offered by the venue to ensure maximum take-up.
3 Reduce negative environmental impacts.	3.1 Use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.
	3.2 Recycle any glass and plastic bottles and containers.
	3.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- operation of bar equipment, including glass washer
- safe and appropriate use of cleaning equipment and chemicals
- logical and efficient work flow
- problem-solving skills to deal with minor problems, such as spillages and stains
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate quantities for cleaning materials
- literacy skills to read instructions on equipment and cleaning materials.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- requirements of the relevant state or territory Liquor Act in relation to general licensing requirements and responsibilities of individual staff members
- requirements of the state or territory Health Act in relation to basic hygiene requirements in bar areas
- safety issues of particular relevance to bar operations, including:
  - general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers
  - signage used for areas of restricted access
- key products and services offered within the venue
- the environmental impacts of cleaning tables and public areas, bar and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for bar waste including hazardous substances and recyclable glass and plastic bottles and containers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to organise efficient, resource effective and safe cleaning of tables and public areas, bar and equipment • ability to follow enterprise bar cleaning procedures safely and hygienically. • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • ability to maintain the cleanliness and tidiness of bar area during normal operating conditions within appropriate timeframes.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- access to a fully equipped bar, including current industry equipment, as defined in the Assessment Guidelines
- access to an appropriate range of cleaning equipment and chemicals
- industry-realistic conditions, such as typical bar staff to customer ratios.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate cleaning and maintaining bar area and public area
- written or oral questions to test knowledge of hygiene, relevant legislation and OHS issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB002C Operate a bar
- SITHFAB009A Provide responsible service of alcohol.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Bar surfaces and equipment include:

- service counters
- beer, wine and post-mix service points
- cash register and related equipment
- refrigeration equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- ice machines
- blenders
- coffee machines
- utensils
- glassware
- food containers for garnishes and chips
- glass washers.

Public areas may be indoor or outdoor and include:

- bar
- restaurant
- function
- gaming.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB002C Operate a bar

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to carry out bar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar. It does not include the making of espresso coffee which is found SITHFAB012BPrepare and serve espresso coffee. Customer service and selling skills are found in other units.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit reflects the role of a bar attendant and applies to bar operations in all hospitality sectors, including all types of bars.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units	SITXOHS002A Follow workplace hygiene procedures SITHFAB001C Clean and tidy bar areas SITHFAB009A Provide responsible service of alcohol SITXFIN001A Process financial transactions

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare bar for service.	1.1 ***Set up*** bar display and work area according to regulatory and enterprise requirements and style of ***bar service***. 1.2 Check and restock ***bar products*** and materials where necessary, completing any required documentation. 1.3 Store all items in correct place and at correct temperature. 1.4 Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, according to enterprise requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Take drink orders.	2.1 Take orders and either note or memorise them correctly.
	2.2 Check products and brand preferences with the customer in a courteous manner.
	2.3 Make recommendations and suggestions to customers to assist them with drink selection, and promote or up-sell products as appropriate.
	2.4 Identify any ***specific customer preferences***.
	2.5 Receive and process customer payments.
3 Prepare and serve drinks.	3.1 Serve drinks promptly and courteously according to customer preferences, using required glassware and garnishes.
	3.2 Prepare drinks according to legal and enterprise standards, using the correct ***equipment***, ingredients and standard measures.
	3.3 Prepare ***non-alcoholic beverages*** and serve according to customer preference.
	3.4 Minimise wastage and spillage.
	3.5 Check beverage quality during service and take corrective action when required.
	3.6 Report beverage quality issues promptly to the appropriate person.
	3.7 Provide tray service where appropriate, according to enterprise procedures.
	3.8 Attend to any ***mishaps*** promptly and safely.
4 Close down bar operations.	4.1 When appropriate, shut down equipment according to enterprise safety procedures and manufacturer instructions.
	4.2 Clear, clean or dismantle bar areas according to enterprise procedures.
	4.3 Store any suitable leftover garnishes hygienically and at the correct temperature.
	4.3 Check and reorder stock according to enterprise procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.5 Set up bar correctly for next service, ensuring equipment, stock and glasses are in the correct place.
	4.6 Where appropriate, conduct a handover to incoming bar staff and share ***relevant information***.
5 Reduce negative environmental impacts.	5.1 Use energy, water and other resources efficiently when operating and cleaning the bar to reduce negative environmental impacts.
	5.2 Recycle any glass and plastic bottles and containers.
	5.3 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation and serving techniques for a basic range of drinks, including tea and coffee
- problem-solving skills to deal with beer quality problems
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate costs, change and ratios and quantities for recipes
- literacy skills to read current industry literature, such as magazines, legislation and promotional materials.

The following knowledge must be assessed as part of this unit:

- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol)
- hygiene issues of specific relevance to beverage service (safe work practices deleted as now covered in more detail below)
- safety issues and safe work practices of specific relevance to bar operations including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- overview knowledge of the Australian Standards that apply to safe bar operations (eg AS5034-2005)
- specific dangers of inert gases used in beer and post mix systems, how they apply in different hospitality environments, and the measures required to ensure worker and patron safety
- issues and requirements around the types of chemicals used in bar operations
- requirements around appropriate signage for areas where gases and chemicals are used
- scope of responsibilities of different workers and contractors in relation to bar equipment

- different types of bars and bar service, including those relevant to events and functions
- major types of beverages and their characteristics, including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails.
- operational features of typical bar equipment, including dispensing systems, ice machines, refrigeration and glass-washers (to include safety and hygiene issues)
- waste minimisation techniques
- the environmental impacts of operating a bar and cleaning equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for bar waste including hazardous substances recyclable glass and plastic bottles and containers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to organise efficient, resource effective and safe bar operations • knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances • use of accurate measures and appropriate glassware for drinks • ability to prepare a range of standard drinks, both alcoholic and non-alcoholic

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to set up and operate a bar according to established procedures and systems under normal operating conditions and workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped bar, including industry-current equipment and actual products and ingredients, as defined in the Assessment Guidelines
- industry-realistic conditions, such as typical bar staff to customer ratios
- interaction with others to demonstrate appropriate customer service skills.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate operating the bar under normal operating conditions
- written or oral questions to test knowledge of drink recipes, relevant legislation and OHS issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB015A Prepare and serve cocktails
- SITXFIN001A Process financial transactions.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Set-up may include requirements and procedures for:	• dry till • inclusive packages • cash drinks • set limits • pre-set drinks • open bar.
Bar service must include the preparation and service of a range of drinks, including:	• a variety of mixed drinks and basic cocktails • beers • spirits • wines • non-alcoholic beverages • fortified drinks.
Bar products and materials include:	• different types of alcoholic and non-alcoholic beverages • edible and non-edible garnishes • accompaniments • serviettes • coasters • bar towels • display items, including brochures, bar menus, price lists and other promotional materials.
Specific customer preferences may relate to:	• ice • garnishes • glassware • mixers • temperature • strength.
Equipment includes:	• blenders, vitamisers, juicers and shakers • coffee-making equipment • cleaning equipment • refrigeration equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- utensils
- glass-washers
- beer reticulation equipment
- electronic spirit measures
- post-mix systems
- ice machines
- manual and electronic cash registers, credit and electronic funds transfer at point of sale (EFTPOS) equipment.

Non-alcoholic beverages include:

- tea
- coffee
- carbonated drinks
- juices
- frappes and 'mocktails' (non-alcoholic cocktails).

Mishaps include:

- spillages
- breakages.

Relevant information includes:

- current customer information, such as preferences or problems
- issues relating to beverage quality
- stock requirements.

Unit Sector(s)

Sector Hospitality - Food and Beverage

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITHFAB003A Serve food and beverage to customers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises.

The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation, which is addressed in SITHFAB004A Provide food and beverage service.

Some States and Territories have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit reflects the role of a food and beverage attendant in hospitality settings such as restaurants, clubs, pubs, cafes, coffee shops, cafeterias and catering operations. Persons undertaking this role usually work as part of a team under supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for service.	1.1 Check *furniture* and fittings for cleanliness and condition prior to ***service*** according to enterprise procedures, and take corrective action where required.
	1.2 Prepare and adjust the ***environment*** to ensure comfort and ambience for customers, as appropriate.
	1.3 Set up any furniture according to enterprise requirements, customer requests and customer and staff convenience and safety.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Check any furniture for stability and customer and service personnel access according to legislative requirements.
	1.5 Check and prepare ***equipment*** for service and remove, clean or replace items not meeting enterprise standards.
	1.6 Display food and beverage items according to enterprise and ***legislative requirements***.
2 Welcome customers.	2.1 Greet customers on arrival, according to enterprise customer service standards.
	2.2 Provide ***information*** to customers, giving clear explanations and descriptions.
	2.3 Make recommendations and suggestions to customers to assist them with drink and meal selection.
	2.4 Answer customer questions on menu items correctly and courteously.
3 Take and process orders.	3.1 Take and record orders accurately and legibly using the format required by the enterprise, and convey them promptly to the kitchen or bar, where appropriate.
	3.2 Operate the ordering system according to enterprise procedures.
	3.3 Relay information about any special requests or dietary or cultural requirements to relevant person where appropriate.
	3.4 Provide glassware, serviceware and cutlery suitable for menu choice, according to enterprise procedures.
	3.5 ***Process accounts*** and receive payment at appropriate time and according to enterprise procedures.
4 Serve and clear food and drinks.	4.1 Collect food and beverage selections promptly from kitchen or bar, check for accuracy and presentation, and convey them to customers safely.
	4.2 Serve food and beverage courteously and to the correct person, according to enterprise standards and hygiene requirements.
	4.3 Promptly recognise and follow up any delays or deficiencies in service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.4 Advise and reassure customers about any delays or problems.
	4.5 Check customer satisfaction at the appropriate time.
	4.6 Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning.
	4.7 Dispose of leftover food and disposables, according to hygiene regulations and enterprise practice.
	4.8 Dispose of recyclable items according to local regulations and enterprise practice.
	4.9 Thank and farewell customers courteously.
5 Close down after service.	5.1 Clear, clean, dismantle and store furniture and equipment according to enterprise procedures and safety requirements.
	5.2 Prepare and ***set up for next service*** according to enterprise procedures and requirements.
	5.3 Review and evaluate services with colleagues where appropriate and identify possible improvements.
	5.4 Provide handover to incoming colleagues and share relevant information.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- food and beverage service techniques appropriate to the enterprise, including plate carrying
- safe and hygienic work practices in relation to food and beverage service
- problem-solving skills to deal with menu changes, lack of availability of items and difficult customer situations
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- technical skills to use enterprise ordering systems and equipment
- literacy skills to read menus and orders
- numeracy skills to calculate customer accounts.

The following knowledge must be assessed as part of this unit:

- typical work flow structure for food and beverage service appropriate to the enterprise
- ordering and service procedures
- range and use of standard food and beverage equipment
- menus and drink lists appropriate to the enterprise
- waste minimisation techniques and environmental considerations in relation to food and beverage service.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- demonstrated ability to serve food and beverage according to established systems and procedures
- ability to meet, greet and interact positively with customers
- ability to work with speed and efficiency, and within typical workplace time constraints
- knowledge of hygiene and OHS requirements and demonstrated safe practices.

Context of and specific resources for assessment

Assessment must ensure:

- access to authentic food and drink items
- demonstration of skills within normal operating conditions of a commercial food and beverage operation, including industry-current equipment as follows:
  - tables and chairs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- condiments
- counter or waiter's station
- tea and coffee-making facilities
- selected linen
- assorted cutlery
- menus and drink lists
- crockery, including cups, plates and jugs
- serviettes
- glassware
- docket books or computerised ordering system
- sugar bowls or dispensers
- POS system

- industry-realistic ratios of staff to customers
- time pressures typical of a commercial operation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing for service, providing service to customers and closing down after service
- direct observation of the candidate undertaking specific tasks, such as taking and processing orders, serving food and drink items or clearing tables
- written or oral questions to test knowledge of sequence of service, typical problems, menu items and drink selections
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITXFIN001A Process financial transactions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Styles of ***service*** may include:	• counter • bistro • table • à la carte.
Environment may include:	• lighting • room temperature • music • decorations and displays • privacy • background noise.
Equipment may include:	• glassware • crockery • overlays and napkins • placemats • floral arrangements • cutlery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- condiments
- tea and coffee-making facilities
- menus and wine lists
- display materials
- computerised ordering systems
- point-of-sale (POS) equipment.

Legislative requirements may be related to:

- liquor, including responsible service of alcohol
- OHS
- hygiene
- consumer protection and trade practices
- duty of care.

Information provided to customers may include:

- menu choices, options and availability
- information about food and beverages
- specials
- information about the location or area
- location of customer facilities.

Processing accounts will vary according to enterprise procedures and may include:

- depositing money in cash register, processing and giving change
- processing credit cards or electronic funds transfer at point of sale (EFTPOS)
- handing account to another person to process.

Set up for next service may include:

- polishing glassware
- placing equipment in allocated storage areas
- resetting tables
- cleaning equipment, such as coffee machines and bains marie
- general cleaning of surfaces
- restocking.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB004A Provide food and beverage service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide quality food and beverage service to customers in a range of hospitality industry enterprises.

The unit does not focus on basic product knowledge about food and beverage, which is found in SITHFAB011A Develop and update food and beverage knowledge and SITHFAB005A Provide table service of alcoholic beverages, which covers detailed knowledge of wine.

Some States and Territories have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to establishments where table service of food and beverage is provided, such as restaurants, dining rooms, function and catering outlets, and some cafes. It reflects the role of a waiter or food and beverage attendant and may apply to different styles of service.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHFAB003A Serve food and beverage to customers

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise tasks and plan work flow.	1.1 Access ***relevant information*** and plan and organise work; prioritising, sequencing and monitoring tasks and processes.
	1.2 Clarify job roles with other team members and delegate tasks to others as appropriate.
	1.3 Develop and follow a work schedule or plan to maximise efficiency, taking into consideration roles

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA	
		and responsibilities of other team members.
	1.4	Plan and monitor work flow during service, including own tasks and those of other team members and make adjustments where appropriate.
2 Manage the service cycle.	2.1	Complete ***set up and mise en place*** of restaurant, dining area, function or catering outlet and check and adjust ***dining environment*** to ensure comfort and ambience for customers according to ***service*** requirements and enterprise procedures.
	2.2	Welcome customers and offer available ***pre-meal services*** according to enterprise procedures.
	2.3	Escort and seat customers according to table allocation, assisting with seating and providing napkin service according to enterprise procedures.
	2.4	Present menus and drinks lists to customers and provide ***information***, giving clear explanations and descriptions and answering questions correctly and courteously.
	2.5	Make recommendations and suggestions to customers to assist them with drink and meal selection, and promote or up-sell products as appropriate.
	2.6	Take orders and relay to kitchen and bar, providing additional information about any special requests or dietary or cultural requirements where appropriate.
	2.7	Provide and adjust glassware, serviceware and cutlery suitable for menu choices and according to enterprise procedures.
	2.8	Monitor flow of service and meal delivery, serving and clearing food, drinks and plates at the appropriate time during service with minimal disruption to customers.
	2.9	Identify any delays or deficiencies in service or products and address promptly to customer satisfaction and according to enterprise policy and procedures.
	2.10	Organise and present accounts to customers on request, and ***process*** them according to enterprise procedures.
	2.11	Farewell customers courteously in a manner that will encourage them to return.
	2.12	Perform ***close-down procedures*** after service according

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	to enterprise procedures.
	2.13 Undertake tasks according to ***environmental considerations***.
3 Manage relationships with colleagues and customers.	3.1 Liaise with kitchen, bar and other waiting staff before, during and after service to maximise communication and flow of information.
	3.2 Identify clearly any problems and address them promptly and courteously using appropriate communication techniques.
	3.3 Provide a hospitality experience, according to established protocols and service techniques, enterprise policies and customer expectations.
	3.4 Provide handover to incoming restaurant colleagues and share relevant information.
	3.5 Review and evaluate services with colleagues where appropriate, identifying possible improvements and innovations and informing relevant others as appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- table dressing and setting techniques for different settings, styles and occasions, including restaurants, functions and catering
- napkin folding for different settings, styles and occasions, including restaurants, functions and catering
- plate clearing and carrying techniques
- use of enterprise computerised ordering systems
- safe work practices and hygiene issues of specific relevance to food and beverage service
- problem-solving skills to deal with under or over-booking situation
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to read menu items and specials and explain them to customers
- numeracy skills to calculate and estimate accuracy of customer accounts.

The following knowledge must be assessed as part of this unit:

- ordering and service procedures
- ways of dressing and setting tables for a range of different functions, service styles and service periods, including restaurants, functions and catering
- typical work flow structure for service within a food and beverage service environment
- range and use of standard restaurant equipment
- typical food and beverage service styles and types of menus used in different hospitality contexts, including buffet, tray, plate and silver service
- typical table and room set-ups for different types of restaurants, functions and catering venues, including furniture, seating and decoration
- menus appropriate to the enterprise
- legislative and regulatory requirements, including OHS, food safety and responsible service of alcohol
- the environmental impacts of food and beverage service and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- correct and environmentally sound disposal methods for food and beverage waste including recyclable glass and plastic bottles and containers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to provide integrated food and beverage service within a restaurant or dining area according to established systems and procedures • ability to deal with typical issues such as workplace time constraints, late bookings, no-shows, walk-ins and menu changes • ability to meet, greet and interact positively with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	customers throughout their dining experience • ability to maintain the cleanliness and tidiness of service areas, including dealing with disposables and recyclables • ability to monitor and adjust the service process and work flow to meet customer requirements, appropriate timing and enterprise policies and procedures • compliance with regulatory and legislative requirements • demonstrated health and safety practices.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational restaurant or dining area, including industry-current equipment as defined in the Assessment Guidelines, and actual food items and meals • presence of industry-realistic conditions, such as commercial ratios of customers to staff.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing the restaurant for service, providing service to customers and closing down the restaurant or dining room • direct observation of the candidate undertaking specific tasks, such as dressing or setting tables • written or oral questions to test knowledge of sequence of service, typical problems, menu items and beverage selection • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHFAB005A Provide table service of alcoholic beverages • SITHFAB010C Prepare and serve non-alcoholic beverages • SITHFAB011A Develop and update food and beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

knowledge
- SITHFAB018A Provide silver service
- SITXCOM006A Address protocol requirements
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Relevant information may include:

- bookings and reservations
- table and seating requirements
- customer requests and special requirements
- menus, wine lists and specials
- staffing availability
- job role
- station and table allocation.

Set up and mise en place includes:

- checking dining environment and customer facilities for cleanliness, and preparing and adjusting as appropriate
- setting up furniture according to legislative and enterprise requirements, bookings, customer requests, and customer and staff convenience and safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- checking tables and table settings for stability and customer and service personnel access
- checking and preparing equipment and materials for service, including:
  - glassware
  - crockery
  - cutlery
  - linen
  - condiments
  - tea and coffee-making facilities
  - tables and chairs
  - menus and wine lists
  - display materials
  - manual and electronic cash registers
  - computerised ordering systems
  - point-of-sale equipment and stationery
- table dressing, including:
  - linen presentation, such as tablecloths, overlays and napkins
  - paper overlays and napkins
  - placemats
  - glassware
  - serviceware
  - flatware
  - floral arrangements.

Dining environment may include:

- lighting
- room temperature
- music
- floral and other decorations
- privacy
- background noise.

Styles of ***service*** may include:

- set menu (table d'hôte)
- à la carte
- buffet
- function
- breakfast.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Pre-meal services available to customers may include:	• bar service • lounge and waiting areas • valet services, including cloakroom facilities.
Information provided to customers may include:	• menu choices and options • information about food and beverages • specials • information about the location or area • location of customer facilities.
Process accounts will vary according to enterprise procedures and includes the following:	• depositing money in cash register, processing and giving change • processing credit cards or electronic funds transfer at point of sale (EFTPOS) • handing account to other person to process.

Close-down procedures may include:	• removing used items from service areas and transferring them to the appropriate location for cleaning
	• disposing of leftover food, disposables and reyclables
	• storing and preparing equipment for the next service
	• clearing, cleaning or dismantling work area, furniture and equipment such as coffee machines
	• setting up for next service, including:
	  • polishing flatware and glassware
	  • storing serviceware, flatware and glassware in allocated storage areas
	  • resetting and dressing tables
	  • general cleaning of restaurant and customer facilities.

Environmental considerations may include:	• correct disposal of leftover food, disposables and recyclables such as paper products, toothpicks, bottles, plastics and linen • minimising waste • minimising usage of power and water.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB005A Provide table service of alcoholic beverages

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines. The unit is related to SITHFAB011A Develop and update food and beverage knowledge, which also covers general information on beverages. Specialist knowledge and service of wines is found in SITHFAB325A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines.

The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to beverage attendants in all establishments where alcoholic beverages are served at the table, such as restaurants, catering venues and hotels. Persons undertaking this function usually work as part of a team and have considerable autonomy with responsibility for their own work outputs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite units: SITHFAB009A Provide responsible service of alcohol SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Advise customers on alcoholic beverages	1.1 Provide ***general information*** on ***alcoholic beverages*** served by the enterprise.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
and take orders.	1.2 Offer drinks and wine list to customers, using correct terminology and pronunciation to describe beverages.
	1.3 Offer advice and recommendations on beverage choices to customers courteously and when appropriate.
	1.4 Promote products and drinks to customers according to preferences and enterprise requirements.
	1.5 Assist customers in selection of food and wine combinations, when appropriate.
	1.6 Take customer orders and verify selection with the customer.
2 Serve alcoholic beverages.	2.1 Store alcoholic beverages appropriately according to ***enterprise practices***.
	2.2 Select beverages and check both temperature and presentation of bottle prior to serving.
	2.3 Select appropriate glassware and other ***equipment*** for beverage service, according to enterprise requirements.
	2.4 ***Prepare glassware*** and place according to enterprise and industry standards.
	2.5 Load, carry and unload trays where required, safely and avoiding spillage.
	2.6 Present beverages selected by customers to verify, where appropriate.
	2.7 Open and serve beverages correctly, safely and without spillage.
	2.8 Pour beverages as required according to enterprise and industry protocol.
	2.9 ***Verify customer complaints*** about quality of beverages and respond according to enterprise procedures.
	2.10 Refill glasses where appropriate during service, with minimal disruption to customers.
	2.11 Remove used and unused glassware from tables at the appropriate time and in the correct manner.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation of glassware, including:
  - checking for chips and cracks
  - polishing
  - arranging placement on table
  - placing in storage
- beverage serving techniques for appropriate range, including:
  - bottled beer
  - bottled wine
  - spirits
  - liqueurs
- safety work practices and hygiene issues of specific relevance to table service of beverages
- problem-solving skills to correct a situation where a bottle of wine has not had cork removed correctly
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read wine and other beverage labels
- numeracy skills to calculate customer accounts.

The following knowledge must be assessed as part of this unit:

- general knowledge of wines in relation to:
  - major Australian and international wine types
  - compatibility of major Australian and international wine styles with different types of food
  - general features of wine from the major Australian wine producing areas
- major international wines commonly sold in Australia, such as chianti and champagne
- main grape varieties and wine types, including:
  - red, including cabernet sauvignon, shiraz, pinot noir and merlot
  - white, including semillon, sauvignon blanc, gewürztraminer, riesling and chardonnay
  - blended wines, including cabernet sauvignon, merlot, semillon and sauvignon blanc
  - sparkling wines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- popular fortified wines, including sherry, port, muscat, vermouth, tokay and marsala
- dessert wines
- content of beverage labels, including wine, beer and spirits
- general knowledge of beers and spirits in relation to:
  - flavour and characteristics
  - differences between Australian and imported products
  - glassware required for different types of beverage
- flow of service within a food and beverage service environment according to enterprise practices
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (Please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to serve a range of alcoholic drinks at the table within enterprise acceptable timeframes • opening and serving beverages that require the application of different techniques, such as sparkling and still wines • provision of professional and courteous advice on beverage selection • provision of beverage service during a complete service period.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped operational restaurant or dining area, as defined in the Assessment Guidelines, with access to a bar or service outlet

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- industry-realistic conditions, such as typical customer to beverage attendant ratios.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing table service of a variety of alcoholic beverages
- written or oral questions to test knowledge of wine styles, wine service techniques and food and beverage combinations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB004A Provide food and beverage service
- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

General information on alcoholic beverages to be provided to customers includes:	• suitable drinks before and after a meal • suggested basic wine and food combinations • typical wines and growing areas • grape varieties and characteristics • typical beers, place of origin and characteristics • characteristics of spirits, liqueurs and aperitifs, and appropriate mixers • range of cocktails.
Alcoholic beverages include:	• wines - still, sparkling and fortified • beers - local, imported, bulk and packaged • spirits • liqueurs • aperitifs • cocktails.
Enterprise practices for storage relate to:	• refrigeration • shelving and cellaring • vertical or horizontal storage.
Equipment for beverage service at the table includes:	• ice buckets or stands • openers and wine knives • napkins • glassware appropriate to beverage and style • wine lists.
Prepare glassware includes:	• checking for cracks and chips • polishing • table placement • placing in storage.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Verifying customer complaints about quality of beverages involves assessing:	• visual appeal • smell • taste.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB007A Complete retail liquor sales

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to complete sales in a retail liquor outlet, including processing sales, merchandising products, undertaking storage and stock control, and minimising theft.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to retail liquor operations within hospitality establishments such as hotels, restaurants and clubs. It applies to frontline staff who may work as part of a team and who operate with significant autonomy or under limited supervision, and are responsible for their own work outputs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITXFIN001A Process financial transactions
- SITXINV001A Receive and store stock.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITXFIN001A Process financial transactions
- SITXINV001A Receive and store stock.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Complete liquor sales.	1.1 Advise customers on the selection of their ***products*** according to their needs.
	1.2 Complete customer order forms, invoices and receipts.
	1.3 Process liquor sales promptly and courteously.
	1.4 Operate point-of-sale equipment according to design specifications.
	1.5 Identify and process customer delivery requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.6 Maintain adequate supplies of dockets, vouchers and point-of-sale documents.
2 Wrap and pack goods.	2.1 Maintain adequate supplies of wrapping material or bags.
	2.2 Effectively wrap merchandise as required.
	2.3 Pack items safely to prevent any damage in transit.
	2.4 Arrange transfer of merchandise for parcel pick-up or other delivery methods if required.
3 Minimise theft.	3.1 Take appropriate action to minimise theft by applying enterprise security procedures.
	3.2 Match merchandise to correct price tags.
	3.3 Maintain surveillance of merchandise according to enterprise policy.
	3.4 Maintain security of stock, cash and ***equipment*** in relation to customers, staff and outside contractors, according to enterprise policy.
	3.5 Observe suspicious behaviour by customers and colleagues and respond according to enterprise policy.
	3.6 Deal with ***emergencies*** following enterprise policy and procedures.
4 Merchandise goods.	4.1 Unpack merchandise and place in appropriate location.
	4.2 Maintain the correct temperature of display refrigerators and coolrooms so that all products are kept at recommended temperatures.
	4.3 Ensure cleanliness of refrigerators and coolrooms according to enterprise procedures and manufacturer standards and specifications.
	4.4 Practise safe lifting, shifting and handling procedures to comply with OHS regulations.
	4.5 Display merchandise to achieve a balanced fully-stocked appearance and promote sales according to enterprise procedures and safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	requirements.
	4.6 Reset and dismantle special promotion areas at the appropriate time.
	4.7 Keep display areas clean and tidy.
	4.8 Rotate stock according to enterprise procedures.
	4.9 Report defective and out-of-date stock promptly.
	4.10 Prepare labels and tickets according to enterprise procedures.
	4.11 Operate, maintain and store ticketing equipment, according to enterprise procedures.
	4.12 Maintain correct pricing and information on merchandise.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- customer service and point of sale in a retail liquor environment
- problem-solving skills to deal with security and other emergency situations
- safe work practices for lifting and handling bulk items
- literacy skills to read material on product ranges
- customer service and communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate items to be reordered following stocktake
- writing skills to complete records for stocktakes.

The following knowledge must be assessed as part of this unit:

- principles of display in relation to liquor products
- security procedures for retail liquor operations
- structures and procedures for logical and efficient work flow in a retail liquor outlet
- relevant state or territory legislation with regard to responsibilities of individual staff

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

members in the responsible sale of alcohol
- relevant state or territory legislation with regard to pricing and ticketing of retail goods
- types of alcoholic beverages in enterprise range and their features.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to operate point-of-sale equipment correctly and apply security procedures within typical time constraints of a retail liquor environment • knowledge of product range and ability to offer advice on beverage choices • knowledge of OHS requirements and ability to demonstrate safe work practices.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped retail bottle shop, including industry-current equipment and actual products • industry realistic conditions, such as typical customer to bottle shop attendant ratios • use of a typical industry stock control system.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate providing customer service in a commercial retail liquor environment • written or oral questions to test knowledge of product range, types of promotional activities and emergency procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB009A Provide responsible service of alcohol
- SITHFAB325A Provide specialised advice on Australian wines
- SITHFAB326A Provide specialised advice on imported wines.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Retail liquor ***products*** may include:

- imported and local spirits and liqueurs
- bulk and packaged beers, ales and stouts
- styles and popular brands of table and fortified wines
- aerated and mineral waters
- pre-mixed drinks, including:
  - cocktails
  - spirit or liqueur-based mixes, such as gin and tonic

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- energy drinks
- juices and syrups
- packaged snack foods
- ice
- tobacco products
- drink accessories, including:
  - glassware
  - cocktail shakers and strainers
  - decorative items, such as umbrellas, straws and swizzle sticks
  - wine accessories, such as decanters and wine openers
- gift packages and gift vouchers
- books, catalogues and industry magazines.

Equipment may include:

- manual and electronic cash registers
- point-of-sale equipment
- electronic funds transfer at point of sale (EFTPOS) equipment
- labelling and pricing guns
- promotional displays and stands
- beverage stands and shelving
- beverage tasting equipment
- forklifts
- trolleys
- refrigeration units.

Emergencies may include:

- hold-ups
- burglary or theft
- refrigeration failure
- large breakages.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB008A Provide room service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide room service in commercial accommodation establishments.

Some States and Territories may have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to all establishments where room service is provided, such as hotels, motels and bed and breakfasts. It generally reflects the role undertaken by food and beverage attendants in large establishments, but could also involve front office personnel and kitchen staff. Persons undertaking this function usually work as part of a team with some autonomy and responsibility for own work outputs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Take and process room service orders.	1.1 Answer telephone promptly and courteously according to enterprise procedures and customer service standards.
	1.2 Check guests' names and use them throughout the interaction.
	1.3 Clarify details of orders, repeat them and check with guests for accuracy.
	1.4 Use suggestive selling techniques where appropriate.
	1.5 Advise guests of approximate time for delivery.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.6 Record room service orders and check the ***information***.
	1.7 Interpret room service orders received from doorknob dockets.
	1.8 Transfer orders promptly to the appropriate location for preparation, where required.
2 Set up trays and trolleys.	2.1 Prepare food and beverage items for service periods.
	2.2 Prepare general room service ***equipment*** for use.
	2.3 ***Set up*** trays and trolleys appropriately according to enterprise standards for a ***range of meals***.
	2.4 Select sufficient service equipment and check for cleanliness and damage.
	2.5 Set up trays and trolleys so that they are balanced, safe and attractively presented.
	2.6 Collect all food items and beverages promptly and in the right order.
	2.7 Check trays before leaving the kitchen and prior to entering the room, ensuring orders are complete and all items are served at the correct temperature.
3 Present room service meals and beverages to guests.	3.1 Request entry to guests' rooms by knocking firmly on the door and announcing the department according to enterprise service standards.
	3.2 Enter guests' rooms upon appropriate response from guests and greet them politely and according to enterprise service standards.
	3.3 Consult guests about their preferences for where trays or trolleys should be placed in the room and advise them of any potential hazards.
	3.4 Place trays or trolleys safely and conveniently.
	3.5 Position furniture where required.
	3.6 Offer an explanation of the meal to guests where appropriate.
	3.7 Serve and place meals and beverages according to enterprise procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
4 Present room service accounts.	4.1 Check guests' accounts for accuracy and present them according to enterprise procedures. 4.2 Present charge accounts to guests for signing and charge to their room account or accept cash payment where tendered. 4.3 Provide correct change to guests where appropriate. 4.4 Promptly present cash payments to the cashier for processing and payment.
5 Clear room service area.	5.1 Check and clear floors promptly for used room service trolleys and trays. 5.2 Return trays and trolleys to the room service area and dismantle and clean according to enterprise procedures. 5.3 Restock station with equipment, food and beverage according to enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ordering and service procedures for processing and delivering room service items
- customer service skills for up-selling and interacting tactfully and appropriately with guests
- safe work practices and hygiene issues in relation to delivery of items for room service
- problem-solving skills to deal with a guest complaint
- numeracy skills to check guest account and calculate change.

The following knowledge must be assessed as part of this unit:

- room locations within the establishment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- product knowledge of the menu and wine list
- structures and procedures for work flow within a food and beverage or room service location
- relevant legislation relating to OHS and food hygiene
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to set up and serve a variety of room service orders according to enterprise needs and within typical timeframes for the preparation and service of meals
- ability to follow established legislative and enterprise procedures in the handling of food and beverages.

Context of and specific resources for assessment

Assessment must ensure:

- access to fully equipped food and beverage service area and guest rooms that include industry-current equipment and actual meals and food items
- access to specific equipment for room service, including:
- trolleys and trays
- crockery and lids
- cutlery
- glassware
- order books and documentation or electronic ordering system
- industry-realistic conditions such as typical ratios of room service staff to guest orders.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate taking a room service order, preparing a room service tray and providing room service
- written or oral questions to test knowledge of menu items, hotel room location and layout, enterprise tray layout and telephone protocol
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHFAB009A Provide responsible service of alcohol.

Assessing employability **skills**

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information provided to guests

- name of service person and department
- menu choices and options

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may include:	• specials • approximate time of delivery • description of meal or food and beverage items.
Room service ***equipment*** may include:	• trays and trolleys • toasters • coffee machines • linen • cutlery, crockery and glassware • warming equipment and lids • printed materials.
Typical ***set-up*** for room service trays and trolleys may include:	• butters • condiments • cereals • juices and other beverages.
Range of meals must include:	• breakfast, lunch and dinner • complimentary • special requests • VIPs.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB009A Provide responsible service of alcohol

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol and to satisfy the requirements for responsible sale and service of alcohol (RSA) under state or territory legislation.

A harm minimisation approach is central to compliance with liquor licensing legislation which, across all Australian States and Territories, imposes obligations on all licensed venues to participate in the management of public safety through the responsible sale and service of alcohol.

Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities may require candidates to complete a bridging course to address these specific differences.

All persons undertaking training as part of a national qualification that includes the sale and service of alcohol must complete this unit. Under differing state and territory legislation it is a required unit only for certain nominated personnel operating in licensed premises.

Application of the Unit

Application of the unit

Responsible practices must be undertaken wherever alcohol is served and sold, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

any workplace situation where alcohol is served and sold, including all types of hospitality venues, retail liquor outlets and tourism venues such as wineries, breweries and distilleries. Training and assessment must be contextualised so that the requirements of specific industry sectors and workplaces are met.

This unit applies to all levels of sales personnel involved in the sale or service and promotional service of alcohol in licensed premises, including the licencee when involved in sales. Those selling and serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff; supplier sales representatives and the licencee.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the Performance criteria describe the required performance needed

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

essential outcomes of a unit of competency.	to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Sell or serve alcohol responsibly.	1.1 Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles. 1.2 Provide ***accurate information*** to customers on alcoholic beverages according to enterprise or house policy and government legislation, including types, strengths, standard drinks and the alcoholic percentages of a range of frequently sold alcoholic beverages. 1.3 Assist customers with information on the range of non-alcoholic beverages available for purchase. 1.4 Identify ***issues related to the sale and service of alcohol*** to ***different types of customers***, ***especially those at risk***, and incorporate them into sales or service.
2 Assist customers to drink within appropriate limits.	2.1 Prepare and serve ***standard drinks or samples*** according to industry requirements. 2.2 Encourage customers courteously and diplomatically to drink within appropriate limits. 2.3 Recognise ***erratic drinking patterns*** as an early sign of possible intoxication and take appropriate action. 2.4 Monitor emotional and physical state of patrons for signs of intoxication and ill effects of illicit or other drug usage. 2.5 Where appropriate, offer food and non-alcoholic beverages. 2.6 Politely decline requests for alcohol to be dispensed in a manner that is ***irresponsible***, ***or which encourages the rapid or excessive consumption of alcohol***, and advise customers of the reasons for the refusal.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Assess alcohol-affected customers and identify customers to whom sale or service must be refused.	3.1 Assess intoxication levels of customers using a number of methods, including observing ***changes in behaviour***, observing emotional and physical state of customers, monitoring noise levels and monitoring drink purchases. 3.2 When assessing intoxication, take into account ***factors that may affect individual responses to alcohol***. 3.3 Identify customers to whom sale or service must be refused according to state and territory legislation, including minors, those purchasing on behalf of minors, intoxicated persons, and persons affected by the consumption of illicit and other drugs. 3.4 Where appropriate, request and obtain acceptable ***proof of age*** prior to sale or service.
4 Refuse to provide alcohol.	4.1 Refuse service in a polite manner and state reasons for the refusal. 4.2 Speak to ***intoxicated*** customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out ***signage*** where relevant. 4.3 Provide ***appropriate assistance*** to customers when refusing service. 4.4 Where appropriate, give patrons a verbal warning and ask them to leave the premises according to enterprise or house requirements, the specific situation and provisions of state or territory legislation and regulations. 4.5 Use ***appropriate communication and conflict resolution skills*** in handling difficult situations. 4.6 Refer difficult situations beyond the scope of individual responsibility to the appropriate person. 4.7 Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to enterprise policy.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

appropriate communication and conflict resolution skills for dealing with intoxicated patrons

- literacy skills to read and comprehend documents such as ID cards, proof of age cards, driver's licences, statutory signage, warning signs and wording within advertising or promotional material, in-house policies and procedures and any general plain English regulatory and advisory information issued by local, or state and territory liquor licensing authorities
- numeracy skills to measure and calculate standard drinks or samples and calculate blood alcohol levels as they relate to alcohol consumption.

The following knowledge must be assessed as part of this unit:

- public interest reasons for implementation of responsible service of alcohol practices, including:
  - government and community concern with alcohol misuse and abuse
  - crime, violence and anti-social behaviour associated with alcohol abuse
- impact of excessive drinking on:
  - local neighbourhood and community
  - premises and staff
  - customers
  - particular types of customers who may be at heightened risk such as young people, pregnant women and minors
  - government agencies such as the local police, health facilities and road authority
- key agencies and how to source relevant information on laws, regulations and codes of practice or conduct
- current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
- effects of alcohol on:
  - emotional state
  - health
  - physical alertness
- factors that affect individual responses to alcohol, including:
  - gender
  - weight
  - general health

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- rate of consumption
- food intake
- other substances taken
- time for effects of alcohol to be registered
- standard drinks and acceptable measures of alcohol
- indicators of intoxication, including ways of assessing intoxication of customers
- ways of assessing customers affected by the consumption of illicit and other drugs
- principles of harm minimisation
- strategies laid down in legislation and codes of conduct developed by government agencies or industry groups and in-house policies that are designed to reduce the harm associated with liquor abuse
- understanding that these requirements are strategies to minimise the harm associated with liquor abuse

- knowledge and understanding of liquor laws and regulations at a depth relevant to the scope of job responsibility within licensed premises, including the following list that expresses general statements about requirements of liquor legislation and information that must be customised for each State or Territory:
  - legislative definition of intoxication
  - role of individual staff members and supervisors or managers in providing responsible service of alcohol, including seller or server duty of care and liability
  - requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the enterprise
  - requirements for mandatory content of any warning signs and wording within advertising or promotional material of any form, such as print advertising or internet sales
  - requirements for the remote sale and delivery of alcohol sales generated via the telephone, fax, email or mail
  - requirements for proof of age and obligations to minors under local legislation
  - provisions for retaining and reporting falsified proof of age documents
  - provisions for requiring someone to leave the premises
  - transportation options
  - barring procedures, where applicable
  - opening and closing hour provisions
  - requirements for monitoring noise and disturbances in and around licensed premises
  - requirements laid down in codes of practice or conduct developed by government agencies or industry groups
  - requirements described by an in-house policy, standard or code of practice or conduct
  - training and record keeping requirements
  - banned or undesirable products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- personal and business implications of breaching any laws, regulations, government or industry-driven codes of practice or conduct
- offences and penalties relating to offences
- legal restrictions on alcohol use customised to state or territory legislation, including intoxication provisions of liquor licensing laws
- legal drink and drive limits.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • working knowledge and understanding of the relevant state or territory liquor legislation and industry codes and the ramifications of non-compliance for the enterprise and individual staff members • knowledge of underpinning reasons for and benefits of responsible service of alcohol • knowledge of principles of responsible service of alcohol and harm minimisation • ability to apply knowledge of responsible service of alcohol and harm minimisation to alcohol sales or service situations, according to the level of responsibility of the candidate's current job role or the role they are seeking.
Context of and specific resources for assessment	Assessment must ensure: • activities that allow the candidate to demonstrate the application of knowledge to specific responsible service of alcohol situations, which might include interaction with others to demonstrate appropriate communication skills

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- use of relevant and current publications, signage, information and fact sheets distributed by key government agencies and industry bodies
- use of organisations or individual trainers and assessors approved or accredited by the liquor licensing authority, where required by certain states or territories.

Methods of assessment

A range of assessment methods that comply with assessment requirements set by the relevant state or territory liquor licensing authority should be used to assess the practical skills and knowledge required to sell or serve alcohol responsibly.

Because of the nature of this unit, i.e. intoxication provisions, it may be inappropriate in a training or assessment situation to demonstrate the practical aspects of this competence in the workplace or in a realistic simulation, therefore role-plays or case studies are recommended.

The following examples are appropriate for this unit:

- written and oral questioning or interview to test knowledge of legislation and all other knowledge components of this competency
- role-play by candidate to demonstrate ability to deal with intoxicated persons or refuse sales or service
- case studies and problem-solving activities
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

For holistic purposes, combined training and assessment is appropriate, but determination of competency for this unit must focus on the understanding and implementation of responsible service of alcohol practices that meet the requirements of state or territory legislation.

Assessing employability **skills**

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Accurate information may be provided to customers:

- verbally
- by use of mandatory signage
- by use of fact sheets and advertising material that comply with legislative requirements.

Issues related to the sale and service of alcohol may include:

- familiarity with specific customers
- physical stature
- demeanour and mood
- social context
- perceived health status
- perceived effects of illicit and other drug usage.

Different types of customers, especially those at risk may include:

- young customers
- women
- minors
- Aboriginal and Torres Strait Islanders
- people from non-English speaking backgrounds
- people affected by the consumption of illicit and other drugs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Standard drinks or samples should be measured using:	• appropriate nip measures • electronic dispensing and measuring devices • appropriately sized sample glasses.
Samples may include tastings of any item for sale in a:	• retail liquor outlet • winery • brewery • distillery • hospitality venue.
Erratic drinking patterns may include:	• mixing a wide range of drink types • drinking quickly and asking for more immediately • ordering more than one drink for self-consumption • mixing alcohol consumption with consumption of prescription or illicit drugs • consistently returning to the tasting site to request more samples • ordering multiple samples • ordering large samples • ordering 'triple shots' or extra large drinks.
Examples of requests for drinks to be dispensed in a manner that is ***irresponsible***, ***or which encourages the rapid or excessive consumption of liquor*** may include:	• test tubes • yard glasses • laybacks • jugs of spirits and mixers • shooters • rocket fuel • large samples • multiple samples for self-consumption.
Changes in behaviour may involve the customer becoming:	• quarrelsome • disorderly • aggressive • violent.
Factors that may affect individual responses to alcohol	• gender • weight

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• general health • rate of consumption • food intake • other substances taken, especially illicit and other drugs.
Proof of age according to state or territory liquor legislation includes:	• current driving licence • proof of age card • passport.
Intoxicated:	• denotes those to whom service may be refused due to excessive consumption of alcohol • 'unduly intoxicated' may also be used in some state or territory legislation.
Signage may include:	• standard promotional signs issued by the relevant state or territory licensing authority • signs produced in-house that comply with wording required by legislation • warning notices within any form of advertising.
Appropriate assistance to customers when refusing sale or service may include:	• organising transport for customers wishing to leave • providing information on taxis • assisting the customer to connect with their designated driver • offering to sell or serve non-alcoholic drinks • offering alternatives to alcohol, including food.
Appropriate communication and conflict resolution skills may include:	• using open and non-aggressive body language • using a number of strategies to diffuse a situation, such as taking the person away from an audience or blaming the refusal on the 'law' • monitoring the reactions of other customers • picking early warning signs and intervening before the person is intoxicated • not using physical touch or body language • remaining calm and using tactful language.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB010C Prepare and serve non alcoholic beverages

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non alcoholic beverages in a range of industry contexts.

The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012B Prepare and serve espresso coffee.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units SITXOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and serve a range of non-alcoholic drinks.	1.1 Prepare ingredients and equipment for ***non-alcoholic drinks*** prior to service. 1.2 Identify the name and style of drink in response to a customer request. 1.3 Select and assemble the correct ingredients, ***equipment*** and relevant machinery according to enterprise practices. 1.4 Prepare drinks correctly using appropriate ***methods***, according to standard recipes, customer requests and required timeframe. 1.5 Ensure correct strength, taste, temperature and appearance for each drink prepared.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.6 Present drinks attractively in appropriate crockery or glassware and garnish attractively where appropriate, according to enterprise standards.
2 Use, clean and maintain equipment and machinery for non-alcoholic drinks.	2.1 Use machinery and equipment safely according to manufacturer specifications and hygiene and safety requirements. 2.2 Clean machinery and equipment regularly and maintain according to manufacturer specifications and enterprise cleaning and maintenance schedules. 2.3 Use energy and water resources efficiently when preparing non-alcohol beverages to reduce negative environmental impacts. 2.4 Identify problems promptly and report them to the appropriate person.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- customer service skills for determining customer requirements and preferences
- preparation and service of a variety of coffees, teas and non-alcoholic beverages
- problem-solving skills to resolve drinks curdling, coffee strength or milk texturisation
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read recipes for drinks
- numeracy skills to calculate amounts of ingredients for drinks or increase amounts for larger quantities or multiple orders.

The following knowledge must be assessed as part of this unit:

- basic information on origins and characteristics of a range of different types of coffees and teas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- processes involved in the production and preparation of teas and coffees
- characteristics of and ingredients used in non-alcoholic beverages commonly available in the current market
- safe storage and handling conditions and requirements for coffee, tea and commodities
- safety issues and safe work practices of particular relevance to the service of non-alcoholic drinks, including:
  - requirements for the use of coffee machines
  - potential dangers associated with post-mix dispensing systems (inert gas)
  - use of refrigeration
  - working with ingredients at high temperatures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to prepare and serve a variety of coffees, teas and non-alcoholic beverages correctly and within acceptable enterprise timeframes
- knowledge and application of a variety of drink products and related equipment
- ability to recognise quality in hot and cold beverages, meet customer requirements and expectations, and identify factors affecting quality and required outcomes
- safe and hygienic work practices in making coffees, teas and non-alcoholic beverages.

Context of and specific resources for assessment

Assessment must ensure:

- access to a drinks service area with suitable equipment for the production and service of coffee, tea and other non-alcoholic drinks, including:
- realistic ratios of customers to service staff.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	tea and coffee-making equipment cold drink equipment, such as juicers and blenders hot and cold drink crockery or glassware refrigeration kettles and heating equipment
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate preparing and serving a variety of non-alcoholic drinks • written or oral questions to test knowledge of safety issues and different styles and types of tea, coffee and other drinks • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHFAB004A Provide food and beverage service • SITHFAB012B Prepare and serve espresso coffee.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Non-alcoholic drinks include:	• varieties of tea, including:
	  • black
	  • semi-black

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- blended
- green
- scented
- herbal
- fruit
- floral

- coffee
- milkshakes
- flavoured milks
- smoothies
- hot and iced chocolate
- juices
- cordials and syrups
- waters
- soft drinks
- non-alcoholic cocktails
- freshly squeezed juices
- health drinks
- fruit whips
- frappes
- children's specialty drinks.

Equipment includes:

- grinders
- percolators and urns
- drip filter systems
- teapots and tea-cosies
- plungers
- juicers
- milkshake machines
- blenders
- post-mix systems
- fridges.

Coffee methods include:

- filter
- Greek or Turkish
- iced
- plunger.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB011A Develop and update food and beverage knowledge

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and maintain the general product knowledge required in food and beverage attending, bar service and catering.

The unit brings together much of the product knowledge that underpins effective work performance in a range of food service roles. It addresses food knowledge and the relationship between different foods and beverages. It focuses on the need for ongoing updating of knowledge by all food and beverage staff. Types of food for which knowledge may be required include traditional or contemporary items and may be of varying ethnic origins.

The specific product knowledge that applies to those mainly involved in beverage service is found in other units such as SITHFAB005A Provide table service of alcoholic beverages and SITHFAB002C Operate a bar. Care should be taken to avoid repetition in training and assessment.

There are also three other higher level units that deal with specialised food and beverage knowledge. They are SITHFAB013A Provide specialist advice on food, SITHFAB025A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines.

Some States or Territories have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to all food and beverage operations where knowledge of food and beverage is required. It applies to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

individuals working in a range of enterprises, including restaurants, cafes, hotels, clubs and at cellar doors. Persons requiring this knowledge may work as part of a team with some autonomy and responsibility for own work outputs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research general information on food and beverages.	1.1 Identify information required to fulfil daily activities associated with the job role. 1.2 Identify suitable ***sources of required information*** on ***food*** and ***beverages***. 1.3 Develop and maintain ***current knowledge of food and beverages*** as required for the job role.
2 Share information with customers.	2.1 Provide assistance to customers on selection of food and beverage items. 2.2 Offer advice on suitable ***combinations*** of food and beverages where appropriate. 2.3 Respond courteously and correctly to customer questions on menus and drinks lists. 2.4 Provide advice on menu items in response to special ***dietary or cultural requirements*** of customers.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

- The following skills must be assessed as part of this unit:
- safe work practices and specific food safety issues for different types of food
- service styles for different types of food
- communication skills to identify information, provide advice to customers and answer questions
- literacy skills to research information on food and beverages.

The following knowledge must be assessed as part of this unit:

- characteristics of food and beverage items commonly served in hospitality enterprises
- features of commonly prepared dishes appropriate to the industry sector
- traditional accompaniments for different types of food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- compatibility of common food and beverage items
- common cultural and dietary issues and options
- general overview of special dietary requirements, including food exclusions for allergies and food intolerance.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to update and maintain current and relevant knowledge and apply this to the workplace • project or work activities that allow the candidate to demonstrate the application of knowledge to specific industry contexts and situations.
Context of and specific resources for assessment	Assessment must ensure: • interaction with and involvement of customers with varying requirements or requests • access to a range of sources for researching information.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • projects to research information on food and beverages • written or oral test on food and beverage knowledge • evaluation of presentation by candidate on food and beverage knowledge • workplace activity or role-play to demonstrate provision of food and beverage advice to customers • review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHFAB004A Provide food and beverage service.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of required information on food and beverages may include:	• chefs, cooks and other food service personnel • product suppliers • general and trade media, including print and electronic • food and beverage reference books • recipes and menus • internet • trade shows and exhibitions • food and cooking demonstrations.
Types of ***food*** for which knowledge is required may	• appetisers • soups

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• meat, fish and seafood • vegetables • desserts and sweets • snacks • cheeses • fruit • salads • pre-packaged food items • specialist cuisine items.
Types of ***beverages*** for which knowledge is required may include:	• wines • spirits • liqueurs • beers • non-alcoholic drinks.
Current knowledge of food and beverages must include:	• current market trends • typical foods and wines of the local area • seasonal produce • enterprise menus and specials • enterprise trends • current food and beverage festivals • promotional activities.
Appropriate ***combinations*** of food and beverages are based on the following factors:	• customer preferences • traditional combinations of foods and food and beverages • achieving balance of textures, colour and nutrition.
Dietary or cultural requirements may include:	• kosher • halal • food exclusions for allergies and food intolerance • vegetarian.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB012B Prepare and serve espresso coffee

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee-based beverages.

The unit does not cover general preparation of coffee using methods of coffee extraction other than espresso machines, which is covered in SITHFAB010C Prepare and serve non-alcoholic beverages.

The terms barista, senior barista and master barista may have different meanings to diverse individuals and groups. Some prefer to make no designation and refer to a barista as someone who is a trained and expert operator.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the unit This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise and prepare work areas.	1.1 Organise coffee workstation according to workplace safety and hygiene practices, to enable efficient work flow and easy access to ***equipment*** and commodities.
	1.2 Develop preparation and work routines according to ***enterprise requirements***.
	1.3 Complete ***mise en place*** and preparation for coffee service according to enterprise procedures.
	1.4 Store coffee and commodities in appropriate airtight containers and conditions to maintain quality and freshness, according to workplace hygiene procedures and food safety regulations.
2 Provide customer service and advise customers on espresso coffee.	2.1 Provide advice to customers about coffee types and characteristics where appropriate.
	2.2 Determine customer coffee preferences and requirements, and offer ***coffee style*** choices and accompaniments accordingly.
3 Select and grind coffee.	3.1 Select coffee and ***grind*** to correct particle size, according to enterprise requirements and customer preferences.
	3.2 Take into consideration any environmental and equipment factors affecting dosage, and adjust grind and dose accordingly.
4 Extract coffee.	4.1 Select appropriate cups or glassware and ensure they are warm before preparation.
	4.2 Measure or dispense required dosage and place into clean filter basket, tamping coffee evenly using correct pressure.
	4.3 Ensure group head is clean prior to inserting group handle.
	4.4 Monitor water and pump pressure, and moderate between cycles, according to enterprise procedures.
	4.5 Analyse extraction rate and adjust where appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.6 Assess quality of extraction visually and where appropriate by verifying flavour.
	4.7 Check spent grounds (puck or cake) to identify any required adjustments to dosage and technique.
	4.8 Release or purge water for two seconds from the group head before placement of group handle to extract coffee.
5 Texture milk.	5.1 Select correct cold milk and appropriate clean, cold jug according to espresso requirements and quantity on order.
	5.2 Expel excess water from steam wand before and after texturising milk and wipe clean after use.
	5.3 Texture milk according to milk type and specific order requirements.
	5.4 Combine foam and milk through rolling, ensuring even consistency.
	5.5 Pour milk promptly, evenly and consistently, according to coffee style and customer preferences.
6 Serve and present espresso coffee.	6.1 Present coffee attractively using clean ceramic or glass cups and avoiding drips and spills.
	6.2 Serve coffee at the required temperature, according to customer requirements and style, with appropriate crema, milk froth and accompaniments.
7 Clean and maintain espresso machine.	7.1 Follow required OHS and enterprise requirements throughout all ***cleaning*** and maintenance procedures.
	7.2 Clean all machine and parts thoroughly and safely according to manufacturer specifications and enterprise policies and procedures, using appropriate ***cleaning methods*** and recommended cleaning products and materials.
	7.3 Carry out allied ***end of service activities***.
	7.4 ***Monitor and assess*** the operation and efficiency of the espresso machine and grinder during usage and take appropriate action where required in relation to defects and faults according to enterprise policies and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	procedures, *OHS and warranty requirements*.
	7.5 Identify situations requiring the attendance of a trained service technician, licensed electrician or a designated senior person within the enterprise.
	7.6 Use energy and water resources efficiently when preparing coffee and cleaning equipment to reduce negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- hygiene and food safety practices related to making, serving and storing coffee, coffee products and service equipment
- techniques for dosing, tamping and purging group head
- extraction and presentation of quality coffee
- milk texturing skills
- safe work practices when using coffee machines and other equipment, including posture at workstation
- numeracy skills to calculate and measure doses of coffee.

The following knowledge must be assessed as part of this unit:

- major coffee styles and their characteristics
- types of bean, blends and roasts with a particular emphasis on espresso roast
- key principles of coffee making
- appropriate pour rate for espresso coffee (industry recommended rate is 30 ml in 27-32 seconds depending on type of espresso coffee ordered, customer preferences and the coffee blend)
- factors that affect quality of coffee
- types of grind and grinding equipment
- types of machines and equipment and their main features and differences
- sizes and types of filter baskets, tampers and other equipment
- different milk types and their characteristics, including requirements for handling and storing milk

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- storage conditions and requirements for coffee and commodities
- cleaning and maintenance procedures
- symptoms of potential faults in espresso machines and grinders
- sequencing and production of orders.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to recognise quality in espresso coffee, meet customer requirements and expectations, and identify factors affecting quality and required outcomes
- ability to address problems during preparation and service of espresso coffee
- ability to extract and present quality coffee within realistic timelines
- compliance with all workplace hygiene and food safety regulations
- safe work practices in making espresso coffee.

Context of and specific resources for assessment

Assessment must ensure:

- access to a workstation with industry-current commercial espresso machine and appropriate equipment, including:
  - thermometer
  - coffee grinders or mills
  - serviceware, including cups, saucers, glasses, mugs and flatware
  - weighing and measuring equipment
  - storage bins in appropriate sizes and materials
  - blind or blank filters

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- tampers
- espresso cleaning detergent
- bins for discarded pucks or grind tubes

- access to a range of coffee types and commodities
- preparation of quantities of coffee items within industry-realistic timeframes for multiple customers simultaneously
- preparation and service of varieties of coffee types to meet various customer requirements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate:

- direct observation of practical demonstration of extracting and serving coffee over an entire service period
- tasting of coffee prepared by the candidate
- use of video or peer observation
- written or oral questions to assess required knowledge relating to preparing and serving espresso coffee
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXOHS002A Follow workplace hygiene procedures

SITHACS006B Clean premises and equipment

SITHFAB010C Prepare and serve non-alcoholic beverages.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment may include:

- types and brands of coffee grinders or mills and coffee machines
- serviceware, including cups, saucers, mugs and glasses of various sizes
- flatware
- weighing equipment
- measuring equipment
- tampers
- blind or blank filter and espresso cleaning detergent
- thermometer
- storage bins in appropriate sizes and materials
- bins for discarded pucks.

Enterprise requirements may include:

- policies and procedures related to persons authorised and trained to carry out particular activities related to machine operation, adjustment, cleaning and maintenance
- circumstances requiring the services of an authorised and trained technician
- specific requirements for routine and non-routine cleaning and maintenance
- requirements for checking and replacing parts and equipment
- specific requirements for decoration of coffee prior to presentation, such as stencils, logos, sprinkled toppings and coffee art
- policies and procedures for stock control, ordering and rotation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Mise en place and preparation for coffee service include:	• turning on machines to achieve correct pressure and temperature • setting out cups, mugs, saucers, plates, jugs, glasses and other required serviceware • ensuring adequate supplies of coffee, milk varieties and sugars, including specialised sugars and substitutes • assembling flavourings and toppings • laying out flatware, serviettes and wipes.
Coffee styles to be prepared must include:	• short black (espresso) • long black • cappuccino • flat white • caffe latte • short and long macchiato • mocha.

Factors to consider in ***grinding*** coffee include:	• pre-setting grinder
	• sensory analysis of grind, including:
	  • visual
	  • tactile
	  • olfactory
	  • tasting of finished product.

Cleaning procedures include:	• wiping down entire machine to ensure cleanliness • purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution • pouring boiling water to clean drainage pipes • backflushing the machine at the end of a service cycle, using clean water to ensure no chemical and other residues are left • cleaning the bean hopper using wet method, and drying thoroughly before refilling and storing • brushing out dispensers • cleaning all remaining parts using dry cleaning method • backflushing group heads according to recommended

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	industry methods, using a blank filter and appropriate machine detergent • using colour-coded cloths, such as using blue for general cleaning and yellow for cleaning and wrapping steam wands • wiping steamer wands after each use, using a damp cloth • where there is build-up or caked-on product, wrapping steamer wands in a clean cloth, opening the valve and allowing hot water, with steam venting, to soften caked-on milk and then wiping with a damp cloth • washing drip trays • removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling • cleaning around the inside of the group head using an appropriate brush or cloth • cleaning group handle and filter basket and steam arm spout after removing, using the wet method • using correct and environmentally sound disposal methods for coffe making waste including recyclable glass and plastic bottles and containers.
Cleaning methods must include using a range of techniques, including:	• wet techniques: using warm water with recommended detergent for soaking various parts and cleaning with sponge, damp cloth or scourer (only for group handle) • dry techniques: using a damp cloth followed by a dry cloth.
End of service activities include:	• removing beans from hoppers at the end of service day or shift • storing according to enterprise requirements. •
Monitor and assess the espresso machine and grinder may include:	• ensuring the dosing chamber delivers the correct dosage of coffee • checking steam and pump pressure • stripping the grinder of external working parts, observing required safety procedures according to enterprise requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB013A Provide specialist advice on food

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and maintain in-depth knowledge of food and apply that knowledge to food service operations. This unit builds on skills and knowledge covered in SITHFAB004A Provide food and beverage service, and SITHFAB011A Develop and update food and beverage knowledge.

The unit covers the development of knowledge and provision of advice on foods and menu items to customers. Demonstration of knowledge must cover a wide range of food and food items, however the depth, breadth and focus will vary according to enterprise requirements.

Styles of menus to be developed or contributed to may be classical, contemporary or ethnic and may be formal or informal according to enterprise requirements. Special cultural groups may include any ethnic, cultural or religious group with special dietary requirements or sanctions.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all operations where specialist food knowledge is required. It generally applies to supervisors and managers or senior food service personnel in fine-dining restaurants. It may also be appropriate for some kitchen staff.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHFAB011A Develop and update food and beverage knowledge.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Advise on menu items.	1.1 Offer assistance with making ***food*** selections to customers courteously and with appropriate timing.
	1.2 Offer options and possible variations to customers where

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	appropriate.
	1.3 Discuss, where appropriate, methods of cooking and different culinary styles with customers in clear and simple language.
	1.4 Respond to customers with special dietary or cultural needs, and provide accurate ***information*** and advice.
2 Contribute to menu development.	2.1 Plan the content of ***menus*** in consultation with appropriate kitchen staff.
	2.2 Balance menu suggestions in terms of cost and variety to reflect the type of enterprise and regional location.
	2.3 Plan menus to take into account various ***dietary needs*** and ***cultural requirements*** of customers.
	2.4 Take into consideration customer feedback and preferences in the menu development process.
	2.5 Where appropriate, undertake consultation with those responsible for the development of wine lists.
	2.6 Where appropriate, develop menus to ensure required profit margin is obtained for the enterprise.
	2.7 Develop menus to ensure that format and design are clear, accurate and appropriate to enterprise needs.
	2.8 Take into consideration particular ***target groups*** when developing menus.
3 Update specialist food knowledge.	3.1 Conduct ***formal and informal research*** to access current, accurate and relevant information about food.
	3.2 Identify trends in customer needs based on direct contact and workplace experience.
	3.3 Identify general trends in the food market and apply information to the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to research information using various sources and to review material to assess how it may be used for menu development.

The following knowledge must be assessed as part of this unit:

- commodity knowledge for a wide variety of food and menu items, including:
  - methods of preparation, cooking and production
  - ingredients
  - origins and cultural background and issues
  - suitability for different customers
  - major suppliers
  - typical or suitable accompaniments and garnishes
  - presentation styles
  - service styles
  - compatibility with wines and other beverages
- Dietary Guidelines for Australian Adults, Dietary Guidelines for Children and Adolescents in Australia and commodity knowledge of ingredients suitable for basic nutritional and special dietary needs
- dietary sensitivities, including food allergies and intolerance, diabetes and other medical conditions and medication regimes
- the health and legal consequences of failing to address special requirements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency

- detailed knowledge of wide variety of food and menu items to a depth and level of familiarity sufficient to:
- develop a coherent and interesting interpretation for customers
- contribute to a menu development process
- answer typical questions asked by customers
- project or work activity that allows the candidate to demonstrate and apply food knowledge to meet a particular workplace need
- ability to source and update relevant information to meet differing customer needs and to incorporate this information into the workplace context.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with and involvement of customers with varying requirements or requests
- access to a range of sources for researching information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to provide advice to customers or colleagues on food
- review of a research portfolio to assess the candidate's ability to research current and accurate information
- review of menus written by the candidate for particular contexts and purposes
- oral and written questions to assess required knowledge relating to providing specialist advice on food
- review of portfolio of evidence and third-party workplace reports on on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB009A Provide responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- SITHFAB017A Provide gueridon service
- SITHFAB018A Provide silver service.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Types of ***food*** for which knowledge is required must include:

- appetisers
- soups
- meat, fish and seafood
- fruit and vegetables
- sweets and desserts
- cheeses
- salads
- sauces and accompaniments
- dishes of varying ethnic and cultural origins.

Information about food may include:

- local produce and specialities
- menu items and specialities pertaining to the enterprise
- local food outlets
- festivals and promotions
- industry and market trends in food.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Types of ***menus*** include:	• à la carte • set menu (table d'hôte) • function or buffet.
Dietary needs may include:	• food exclusions for allergies and food intolerance • vegetarian • modified sodium • low-fat or low-cholesterol • gluten-free • diabetic.
Cultural requirements include:	• kosher • halal • vegetarian • Hindu.
Target groups may include:	• particular cultural or ethnic groups • aged • infants, children and adolescents • people with special needs • athletes.
Formal and informal research may include:	• talking to chefs and cooks • talking to product suppliers • reading general and trade media • attending trade shows • attending food tastings • reading food reference books • internet.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB015A Prepare and serve cocktails

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and serve cocktails in a range of hospitality enterprises.

Cocktails are drinks with a base, usually of one or more spirits, to which other ingredients are added.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to establishments where cocktails are served. It generally reflects the role undertaken by an experienced beverage attendant and includes the requirement for creative input into cocktail development.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHFAB002C Operate a bar

SITHFAB009A Provide responsible service of alcohol

SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Promote cocktails to customers.	1.1 Encourage customers to buy cocktails according to enterprise policy.
	1.2 Use ***display materials*** appropriately to promote cocktails.
	1.3 Offer customers accurate information in a courteous manner about the style and ***range of cocktails***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	available.
2 Prepare cocktails.	2.1 Select correct cocktail glassware and ***equipment*** and use them according to enterprise and industry standards.
	2.2 Make cocktails correctly and efficiently according to enterprise and industry ***recipes***.
	2.3 Consider eye appeal, texture, flavour and required temperature in preparing cocktails.
	2.4 Consider options for new cocktails using suitable combinations of ***alcoholic*** and ***non-alcoholic*** ingredients, and develop them according to enterprise policy.
3 Present cocktails.	3.1 Present cocktails attractively and maximise eye appeal.
	3.2 Use garnishes and decorations according to enterprise standards.
	3.3 Avoid wastage and spillage during service.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation and presentation of a variety of different cocktails
- safe work practices and hygiene issues in relation to cocktail preparation and presentation
- literacy skills to read cocktail recipes
- numeracy skills to calculate quantities of ingredients for cocktails in multiple quantities, and costs for cocktails.

The following knowledge must be assessed as part of this unit:

- recipes for the most popular traditional cocktails
- typical alcoholic ingredients of cocktails
- typical non-alcoholic ingredients of cocktails

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- range and variety of cocktail making equipment
- range and variety of cocktail glassware
- origins, nature and characteristics of:
  - spirits and liqueurs
  - vermouths, bitters and fortified wines
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare and present a variety of standard cocktails correctly and within an acceptable enterprise range, including examples of blended, shaken, stirred, built and floated cocktails • preparation of quantities of cocktails within industry-realistic timeframes.
Context of and specific resources for assessment	Assessment must ensure: • preparation of a variety of cocktails over a service period to meet various customer requests • access to a bar with industry-current equipment for making cocktails, as defined in the Assessment Guidelines • access to a variety of suitable ingredients for making cocktails.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- direct observation of practical demonstration of preparing and serving cocktails
- written or oral questions to test knowledge of ingredients and method of preparation of traditional cocktails
- evaluation of new cocktails developed by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Display materials include:

- cards
- brochures
- lists
- photographs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- any other materials used to promote cocktails.

Range of cocktails must include:

- blended
- shaken
- stirred
- built
- floated.

Cocktail ***equipment*** includes:

- shakers
- jugs
- standard and specialised cocktail glassware
- stirrers and swizzles
- blenders
- ice crushers
- glass chillers
- ice shavers
- cleaning equipment
- bar towels
- toothpicks.

Recipes include those developed by the enterprise as well as traditional recipes such as:

- brandy alexander
- piña colada
- brandy crusta
- tom collins
- champagne cocktail
- martini
- margarita
- grasshopper
- tequila sunrise
- daiquiri
- bloody mary
- black velvet
- whisky sour
- white Russian
- screwdriver.

Alcoholic ingredients for

- spirits

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

cocktails include:	• fortified wines • liqueurs.
Non-alcoholic ingredients for cocktails include:	• fruit and vegetables • fruit and vegetable juices • milk and cream • eggs • spices • sugar • sugar syrup • salt • cordials • bitters.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB016A Plan and monitor espresso coffee service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and monitor espresso coffee service, including ordering coffee, equipment and commodities; appropriate storage; and supervising coffee service.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to master and senior baristas and requires substantial specialist knowledge of coffee, its history and presentation in a variety of hospitality settings. The unit applies to hospitality and catering operations where espresso coffee is extracted and served.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHFAB012B Prepare and serve espresso coffee.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan coffee service.	1.1 Develop coffee menus and select menu items taking into consideration profit requirements, market focus and demographics, customer preferences and enterprise policies.
	1.2 Select suppliers and roasters, and make purchases according to enterprise requirements, budget and quality.
	1.3 Liaise with suppliers and roasters to ensure coffee meets enterprise requirements.
2 Provide specialist advice on coffee and coffee service.	2.1 Develop and update appropriate ***information on coffee***.
	2.2 Respond to customer questions related to coffee and espresso coffee service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3 Provide accurate information to colleagues and staff on coffee and coffee service.
	2.4 Promote coffee and coffee appreciation at appropriate opportunities.
	2.5 Display ***accurate information*** on coffee and coffee styles for customers where suitable.
3 Monitor quality and service of coffee.	3.1 Identify desirable ***characteristics*** of superior espresso coffee.
	3.2 Evaluate coffee beans to ensure freshness and appropriate oil content.
	3.3 Monitor grind to ensure correct particle size according to enterprise requirements and customer preferences.
	3.4 Monitor environmental variations affecting dosage, and adjust grind and dose accordingly.
	3.5 ***Evaluate espresso coffee quality*** through visual and other sensory means and by applying ***indicators of quality***.
	3.6 Monitor coffee extractions and service according to enterprise practices, ensuring quality and consistency.
	3.7 Diagnose ***faults and problems*** in quality of coffee.
	3.8 Seek and follow up feedback on coffee quality from customers and staff.
	3.9 Deal with problems according to nature of problem and enterprise practices.
	3.10 Ensure coffee and commodities are stored appropriately in suitable containers and conditions.
	3.11 Ensure coffee items are presented correctly and attractively with suitable accompaniments.
	3.12 Assess quality and temperature of milk served and ensure it is texturised correctly.
4 Monitor machinery and equipment.	4.1 ***Monitor espresso coffee machine and other equipment*** for efficiency and reliability of operation.
	4.2 Monitor temperature and water pressure according to enterprise requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.3 Ensure that environmentally sound cleaning, maintenance and waste disposal and recycling regimes and practices are in place.
	4.4 Identify need for new equipment or parts taking into account relevant ***considerations*** and evaluate options.
	4.5 Ensure that self and others follow safe practices and procedures in using machinery and equipment.
	4.6 Identify situations requiring the attendance of a trained service technician or licensed electrician or actions that might invalidate warranties.
	4.7 Schedule service calls and replacement of worn parts at appropriate times.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- hygienic and safe work practices related to making, serving and storing coffee and coffee products and service equipment
- work practices for the management of large coffee orders
- diagnosis of problems and faults in coffee
- methods to ensure efficient use of product and to minimise wastage
- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate and measure doses of coffee, and to calculate quantities for ordering supplies and costs.

The following knowledge must be assessed as part of this unit:

- cost and profit issues associated with the provision of espresso coffee service, including product, equipment and pricing of menu items
- flavour characteristics of varieties, types, blends and styles of coffee
- physical and chemical properties of coffee, and the effects of roasting and grinding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- special qualities of coffee arising from country and area of origin, roasting techniques, flavour enhancers and essences, type of grind and freshness
- physical properties of varieties of milk
- history and culture of coffee
- presentation aspects of coffee
- technical operation of machine
- diagnosis and rectification of problems and faults in coffee machines and equipment
- types of grinders and how they work
- impacts on flavour of coffee of machines, cleanliness of machines, temperature and pressure
- regulatory and legislative requirements impacting on coffee and coffee service.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- in-depth knowledge and understanding of coffee and coffee service
- mastery of skills in extracting coffee
- management of coffee service.

Context of and specific resources for assessment

Assessment must ensure:

- access to a coffee station with a range of industry-current equipment, including:
  - at least three different types and makes of coffee machine
  - thermometer
  - coffee grinders or mills
  - serviceware, including cups, saucers, glasses, mugs and flatware
  - weighing and measuring equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- storage bins in appropriate sizes and materials
- blind or blank filters
- tampers
- espresso cleaning detergent
- bins for discarded pucks or grind tubes

- demonstration of skills using at least three different types and makes of coffee machine
- access to a range of coffee types and commodities
- work activities that allow the candidate to develop and maintain systems for the service of coffee over a period of time.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- case studies to assess abilities to evaluate coffee, and diagnose and rectify a range of faults
- written or oral questions to test knowledge required to plan and monitor espresso coffee service
- review of workplace documents developed by the candidate, including operational procedures and maintenance schedules for espresso machines and equipment
- testing of candidate's ability to analyse and solve typical problems in coffee service or coffee quality
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXOHS002A Follow workplace hygiene procedures
- SITXINV002A Control and order stock
- SITXMGT001A Monitor work operations
- SITHPAT012A Plan patisserie operations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of ***information on coffee*** include:

- talking to product suppliers, roasters and other baristas
- memberships of associations and industry bodies
- reading general and trade media, and supplier information
- attending trade shows
- attending coffee tastings
- reading coffee reference books
- internet.

Accurate information for customers may include:

- coffee items, varieties and available accompaniments
- prices
- brochures about coffee types and grinds
- coffee education programs.

Characteristics of coffee include:

- colour
- appearance, including opacity or transparency
- aroma
- flavour
- taste
- freshness
- presentation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Evaluate espresso coffee quality includes:	• use of visual and other sensory means, such as smelling and tasting coffee • customer feedback • consistency of product.
Indicators of quality include:	• industry and enterprise standards and requirements • customer feedback • repeat business • sales of particular items, coffee types and styles.
Faults and problems include:	• equipment breakdown or malfunction • incorrect or inappropriate use of equipment • poor quality control or maintenance • breaches of OHS requirements.
Monitoring espresso coffee machine and other equipment may include:	• removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling • fine tuning or arranging fine tuning of machines according to manufacturer recommendations and warranty requirements.
Equipment considerations include:	• characteristics and advantages of size and capacity • cost • reliability • service availability • training in operation • reputation of supplier.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB017A Provide gueridon service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide gueridon service in a restaurant. The unit has strong links to other specialist food and beverage units.

A range of food and beverage items must be served on various food service occasions. This range will vary according to the enterprise but must include service of entrees, main courses, accompaniments, desserts and cheeses and include all major food groups.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to all establishments where gueridon service is offered. It generally reflects the role undertaken by an experienced waiter in a fine-dining restaurant who operates with significant autonomy and may be responsible for the supervision of other team members.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB003A Serve food and beverage to customers
- SITHFAB004A Provide food and beverage service
- SITHFAB018A Provide silver service
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and maintain gueridon trolleys and equipment.	1.1 Stock ***trolleys*** and display them correctly with clean implements, utensils and linen. 1.2 Polish and clean ***equipment*** according to enterprise standards and hygiene requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select food, alcohol and other ingredients according to menu and service requirements.
	1.4 Examine ingredients for quality and condition prior to display on the trolley.
	1.5 Present and display foods effectively using their colours, varieties and shapes to attract customers.
	1.6 Use ***promotional materials*** appropriately on trolleys.
	1.7 Position trolleys appropriately for customers to view.
	1.8 Clear trolleys and clean them hygienically and at the appropriate time.
2 Recommend and sell foods and dishes to customers.	2.1 Explain dish names correctly to customers, using appropriate language and terminology, to assist them in the selections of foods.
	2.2 Explain the nature and features of gueridon service to customers in clear, simple language as required.
	2.3 Name, explain and show ingredients of ***items*** and preparation methods correctly to customers to assist them in making selections.
3 Prepare and serve foods.	3.1 Prepare gueridon food dishes correctly to standard recipes according to hygiene and safety procedures.
	3.2 Carve and serve meats, fish and poultry as required according to customer preferences.
	3.3 Prepare appropriate accompaniments and finishing ingredients correctly.
	3.4 Involve customers in the preparation process and invite them to select ingredients, choose the finishing method and determine the size of portions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- safe work practices and hygiene issues relating to gueridon service
- food trolley display techniques
- gueridon cooking and carving techniques for all major food groups and menu items
- numeracy skills to calculate portions and quantities for making salads and sauces.

The following knowledge must be assessed as part of this unit:

- origins and purpose of gueridon service
- ranges and styles of service available
- uses and functions of trolleys and equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to prepare and serve a range of foods from the gueridon trolley, including preparation of entrees, main courses, accompaniments, desserts, cheeses and beverages • ability to use equipment safely, hygienically and according to manufacturer instructions • assessment on more than one occasion to address the required range of food and beverage items.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully-equipped, operational restaurant or dining area as defined in the Assessment Guidelines • use of suitable equipment for gueridon service using authentic food and beverage items, including gueridon

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

trolley, burner, lighter and fuel and cooking and serving utensils.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing gueridon service in a commercial dining environment
- written or oral questions to test knowledge of OHS issues or cultural aspects of gueridon service
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB013A Provide specialist advice on food
- SITHFAB325A Provide specialised advice on Australian wines
- SITHFAB326A Provide specialised advice on imported wines.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Trolleys include those set up for:

- desserts
- flambé
- salads
- hors d'oeuvres
- smoked salmon and meats to be carved.

Equipment includes:

- flatware (cutlery)
- carving boards
- cooking and serving cutlery
- linen
- service crockery
- fuel
- towel for hand cleaning
- lighter
- burner
- trolleys
- bowls.

Promotional materials include:

- wine lists
- menus or recipes
- advertising cards, flyers or brochures.

Items to be served include:

- meat and poultry
- fish and seafood
- hors d'oeuvres and appetisers
- desserts and sweets
- condiments and accompaniments
- sauces
- garnishes
- cheeses and dairy products
- fruits
- salads

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- wines
- spirits
- coffees
- petits fours
- cigars.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB018A Provide silver service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide full silver service in a restaurant. The unit has strong links to other specialist food and beverage units.

Silver service standard refers to superior table service in a fine-dining setting where diners are provided with a high level of personalised attention and table service. Some menu items may also be served at the table rather than being ready plated in the kitchen. Menu items may either be prepared in the kitchen or at the table.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where full silver service is provided. It generally reflects the role undertaken by an experienced waiter in a fine-dining restaurant who operates with significant autonomy and may be responsible for the supervision of other team members.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB003A Serve food and beverage to customers
- SITHFAB004A Provide food and beverage service
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare tables for silver service.	1.1 ***Prepare tables*** to silver service standard, with the appropriate equipment and utensils for a given menu.
	1.2 Set tables to silver service standard, with the appropriate crockery, cutlery, glassware and silverware.
	1.3 Change cutlery on the table in silver service style and at the appropriate time, to suit the customer's choice of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	menu items.
2 Work in cooperation with kitchen staff.	2.1 Liaise with kitchen staff to ensure correct preparation, presentation and timing of meals.
	2.2 Establish an ***appropriate relationship*** between the chef and serving staff to ensure silver service between the kitchen and dining room is maintained effectively.
3 Use silver service techniques to serve meals.	3.1 Select correct ***utensils and equipment*** for silver service.
	3.2 Balance servers correctly and position them appropriately at the table for silver service.
	3.3 Serve ***food items*** correctly, using the appropriate silver service techniques.
	3.4 Portion and place food and condiments correctly, based on advice from kitchen or head waiter.
	3.5 Handle hot dishes carefully and provide advice to customers.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- silver service techniques for all types of food
- safety work practices and hygiene issues in relation to silver service
- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate portions and quantities.

The following knowledge must be assessed as part of this unit:

- product knowledge in relation to silver service offered, appropriate to the enterprise
- special issues affecting delivery and coordination of full silver service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- silver service equipment and set ups.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare for silver service and use silver service techniques to serve a variety of meals from all the major food groups, including service of entrees, main courses, accompaniments, desserts and cheeses and include all major food groups
- knowledge of the importance of timing in silver service
- provision of service across a full service period on various food service occasions to address a range of contexts and food items.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-equipped, operational restaurant or dining area as defined in the Assessment Guidelines
- use of suitable equipment for silver service and authentic food items
- application of skills under normal workplace conditions, including industry realistic ratios of customers to staff for silver service.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing silver service for several meals in a commercial dining

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

environment
- written or oral questions to test knowledge of protocol, hygiene and safety aspects of silver service
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB013A Provide specialist advice on food
- SITHFAB325A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines
- SITHFAB017A Provide gueridon service.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Prepare tables includes:

- selecting and setting up linen, glassware, cutlery and crockery according to menu requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- polishing cutlery, glassware and crockery
- folding napkins
- using floral decorations or bud vases
- chair placement.

An ***appropriate relationship*** between the chef and food service staff includes:

- good and respectful communication
- identification of particular needs and problems
- timely lodgement of orders and requests to allow for preparation and garnishing of menu items.

Utensils and equipment for silver service include:

- white cotton gloves
- linen tablecloths and napkins
- cutlery appropriate for given menu items to be served
- wine baskets
- service trays, platters and doilies
- service cloths for wine service
- heated plates and hot serving utensils
- serving utensils
- floral arrangements or bud vases
- waiter's friend
- carafes for decanting red wine
- candles and matches or lighter
- water jugs
- gueridon
- condiments and accompaniments
- tea and coffee service
- table crumber.

Food items to be served include:

- meat and poultry
- fish and seafood
- hors d'oeuvres and appetisers
- desserts and sweets
- condiments and accompaniments
- sauces
- garnishes
- cheese and dairy products
- fruits
- salads

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- vegetables
- specialist items or cuisine.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB020A Apply food and beverage skills in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise, prepare and serve food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills.

The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant.

It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group.

State or territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to individuals who apply a defined range of skills and knowledge to food and beverage services in various hospitality venues and settings.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB003A Serve food and beverage to customers
- SITHFAB009A Provide responsible service of alcohol
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for food and beverage service.	1.1 Follow a jobs checklist and work schedule according to enterprise policies and procedures to prepare for ***food and beverage service***.
	1.2 Liaise with other team members on the table and room set-up, ***type of menu and style of service***, and wine

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and drinks list.
	1.3 Liaise with the chef about the menu, available portions and specials.
	1.4 Carry out ***mise en place*** according to enterprise procedures and requirements.
	1.5 Check availability of bar stock and food items, ***equipment*** cleanliness and quantity required for food and beverage service according to established systems and procedures.
2 Serve menu, bar and wine list items to customers.	2.1 Greet customers courteously and appropriately according to allocated table plan and provide relevant ***information***.
	2.2 Recommend menu items and alcoholic and non-alcoholic beverages to meet individual needs, ***special requests or dietary requirements*** of customers and up-sell as appropriate.
	2.3 Prepare alcoholic and non-alcoholic beverages and serve menu items and wines, using appropriate service methods to meet customer expectations of quality, presentation and timeliness of delivery.
	2.4 Work cooperatively as part of the floor or bar team and according to the work plan.
	2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.
	2.6 Provide quality customer service and deal appropriately with complaints according to enterprise procedures.
	2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and enterprise procedures.
	2.8 ***Process accounts*** and payment according to enterprise procedures and farewell customers appropriately.
3 Complete end of service procedures.	3.1 Complete ***end of service procedures*** according to enterprise procedures, OHS requirements and ***environmental considerations***.
	3.2 Store food and beverage service items, equipment and commodities appropriately to minimise waste.
	3.3 Check bar closing stock, prepare a requisition for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	replacement stock and complete timesheets where appropriate.
	3.4 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organising work in the floor and bar environment, including:
- prioritising and sequencing tasks and procedures according to enterprise requirements
- collecting information and resources
- working within or setting timelines
- integration and application of food and beverage service skills, including mise en place, service procedures, close down and customer relations
- team participation and providing support to team members as required
- using safe and hygienic work practices in relation to provision of food and beverage services and according to enterprise and legislative requirements
- communication skills to read workplace documents, deal effectively with colleagues and customers, and resolve problems
- numeracy skills to calculate or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services
- current knowledge of food and beverage menu items offered by the enterprise.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete food service periods in order to address a range of food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), food and beverage service periods (lunch, dinner and functions) and menu items
- service of a wide range of food and beverage items for a menu
- ability to carry out a number of activities effectively and simultaneously
- ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes
- compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines
- presence of industry-realistic conditions such as commercial ratios of customers to staff typically found in a busy commercial food outlet.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of traineeship arrangements
- direct observation of the candidate serving food and beverage menu items in a commercial hospitality setting
- evaluation of customer feedback about service of food and beverage items, including speed and timing of service
- written or oral questions to test knowledge about service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Food and beverage service must cover the following service periods:	• lunch • dinner • function.
Type of menu and style of service may include:	• set menu (table d'hôte) • à la carte • function requiring cocktail, finger food, set menu or buffet • cafe or bistro espresso coffee service • afternoon tea service • wine service • cocktail bar service • plate service.
Mise en place may include:	• preparing bar garnishes, condiments and other commodities • preparing alcoholic and non-alcoholic beverage orders • assembling and preparing items and ingredients for silver or gueridon service • organising serviceware and equipment.
Food and beverage service ***equipment*** may include:	• glassware for alcoholic and non-alcoholic beverages • ice buckets • crockery • cutlery • platters, lids and covers • service utensils • oven to tableware • condiments and condiment containers • linen • chairs • tables • food menus • wine, bar or cocktail lists • display materials • tea and coffee making equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• espresso machine • electronic point-of-sale (POS) system with touch screen and/or PALM order pad • electronic funds transfer at point of sale (EFTPOS) equipment.
Information provided to customers may include:	• food menu options, choices and specials • wine and cocktail drink list choices and specials • product knowledge of food, alcoholic and non-alcoholic beverages • local area knowledge and venue facilities.
Special requests or dietary requirements may include:	• cultural needs and restrictions • specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets • preferences for particular ingredients and cooking methods.
Process accounts may include:	• depositing money in cash register, processing and giving change • using an electronic POS system with touch screen and/or PALM order pad • processing credit cards manually or EFTPOS • handing over account to the cashier to process.
End of service procedures may include:	• safe storage of food and beverage items • cleaning procedures related to floor and bar areas and equipment • debriefing sessions, including quality service reviews • restocking • preparations for the next service period.
Environmental considerations include:	• recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB021A Provide and coordinate food and beverage service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise, prepare and service food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items, and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills.

The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant.

It requires taking responsibility for own output, working as part of a team and taking limited responsibility for the work of others.

State or territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to individuals who apply a broad range of skills and knowledge to food and beverage services in various hospitality venues and settings.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB002C Operate a bar
- SITHFAB004A Provide food and beverage service
- SITHFAB009A Provide responsible service of alcohol
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate, organise and prepare for food and beverage	1.1 Plan and follow a jobs checklist and work schedule, according to floor and bar staff roster and roles and responsibilities of team members.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
service.	1.2 Plan room layout to accommodate reservations and effective work flow.
	1.3 Liaise with other team members on the table and room set-up, ***type of menu and style of service***, and wine and drink list.
	1.4 Liaise with chef about menu, available portions and specials.
	1.5 Carry out ***mise en place*** according to enterprise procedures and requirements.
	1.6 Check bar and wine list stock levels, ***equipment*** cleanliness and quantity required for food and beverage service according to established systems and procedures.
2 Serve menu, bar and wine list items to customers.	2.1 Greet customers courteously and appropriately according to allocated table plan and provide relevant ***information***.
	2.2 Recommend menu items, and alcoholic and non-alcoholic beverages to meet individual needs, ***special requests or dietary requirements*** of customers and up-sell as appropriate.
	2.3 Prepare alcoholic and non-alcoholic beverages and serve menu items and wines using appropriate service methods to meet customer expectations of quality, presentation and timeliness of delivery.
	2.4 Work cooperatively as part of the floor or bar team according to the work plan and delegate tasks appropriately.
	2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.
	2.6 Provide quality customer service and deal appropriately with complaints according to enterprise procedures.
	2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and enterprise procedures.
	2.8 ***Process accounts*** and payment according to enterprise procedures and farewell customers appropriately.
3 Coordinate and complete end of service procedures.	3.1 Coordinate ***end of service procedures*** according to enterprise procedures, OHS requirements and ***environmental considerations***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.2 Store food and beverage service items, equipment and commodities appropriately to minimise waste.
	3.3 Check bar closing stock, prepare a requisition for replacement stock and complete timesheets.
	3.4 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organising work on the floor and in the bar environment, including:
- prioritising, sequencing and monitoring tasks and procedures according to enterprise procedures
- collecting information and resources
- working within or setting timelines
- integration and application of food and beverage service skills, including mise en place, service procedures, close down and customer relations
- team coordination, task allocation and providing advice and support as required
- using safe and hygienic work practices in relation to provision of food and beverage services and according to enterprise and legislative requirements
- communication skills to read workplace documents, deal effectively with colleagues and customers, and solve problems
- numeracy skills to calculate or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services
- current knowledge of food and beverage menu items offered by the enterprise.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete food service periods in order to address each of the required food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), service periods (lunch, dinner and functions) and menu items
- serving a wide range of food and beverage items for a menu
- ability to carry out a number of activities effectively and simultaneously
- ability to deal with typical issues, such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes
- compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines
- presence of industry-realistic conditions, such as commercial ratios of customers to staff typically found

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

in a busy commercial food outlet

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of traineeship arrangements
- direct observation of the candidate serving food and beverage menu items in a commercial hospitality setting
- evaluation of customer feedback about service of food and beverage items, including speed and timing of service
- written or oral questions to test knowledge of service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Type of menu and style of service will vary according to enterprise and occasion but may include:	• set menu (table d'hôte) • à la carte • function requiring cocktail, finger food, set menu or buffet • cafe or bistro espresso coffee service • afternoon tea service • wine service • cocktail bar service • plate, semi-silver, silver or gueridon service.
Mise en place may include:	• preparing bar garnishes, condiments and other commodities • preparing alcoholic and non-alcoholic beverage orders • collecting and checking the mise en place for silver or gueridon service • preparing gueridon items • organising serviceware and equipment.
Food and beverage service ***equipment*** may include:	• glassware for alcoholic and non-alcoholic beverages • ice buckets • crockery • cutlery • platters, lids and covers • service utensils • oven to tableware • condiments and condiment containers • linen • chairs • tables • food menus • wine, bar or cocktail lists • display materials • tea and coffee making equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• espresso machine • electronic point-of-sale (POS) system with touch screen and/or PALM order pad • electronic funds transfer at point of sale (EFTPOS) equipment.
Information provided to customers may include:	• food menu options, choices and specials • wine and cocktail drink list choices and specials • product knowledge of food, alcoholic and non-alcoholic beverages • local area knowledge and venue facilities.
Special requests or dietary requirements may include:	• cultural needs and restrictions • specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets • preferences for particular ingredients and cooking methods.
Process accounts may include:	• depositing money in cash register, processing and giving change • using an electronic POS system with touch screen and/or PALM order pad • processing credit cards manually or EFTPOS • handing over account to the cashier to process.
End of service procedures may include:	• safe storage of food and beverage items • cleaning procedures related to floor and bar areas and equipment • debriefing sessions, including quality service reviews • restocking • preparations for the next service period.
Environmental considerations include:	• recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB222A Conduct a product tasting for alcoholic beverages

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages.

The focus of this unit is on the practical skills to set up and conduct a tasting, underpinned by a broad general knowledge of alcoholic beverage products and a specific knowledge of products being tasted. The scope and depth of general knowledge will vary according to the work context but is broadly similar to that found in the food and beverage service unit SITHFAB005A Provide table service of alcoholic beverages.

Some states and territories have legislative requirements in relation to service of alcohol that impact on the work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to those conducting product tastings of wines, beers, spirits or liqueurs. It is applicable to people working in a range of environments, such as wineries, restaurants or retail liquor outlets. It may also apply to liquor wholesalers who conduct tastings for retailers.

For those working in roles where a deeper, specialised knowledge of wines and other alcoholic beverages is required, this unit should be combined with all or some of the following units:

- SITHFAB323A Provide advice on beers, spirits and liqueurs
- SITHFAB325A Provide specialised advice on Australian

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

wines
- SITHFAB326A Provide specialised advice on imported wines

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units
- SITHFAB009A Provide responsible service of alcohol

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Taste and evaluate	1.1 Identify basic characteristics of ***alcoholic beverages*** using

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
alcoholic beverages.	***sensory evaluation techniques***. 1.2 Use information from evaluations in preparation for tastings.
2 Set up and serve tasting samples.	2.1 Set up ***tasting area***, ***equipment and supplies*** according to hygiene and other safety requirements. 2.2 Make tasting environment conducive to effective tasting. 2.3 Prepare and open products using techniques appropriate to particular product characteristics. 2.4 Pour and present product to the customer in accordance with legal requirements and workplace policies. 2.5 Serve tasting samples in order that allows the customer to experience different product characteristics most effectively. 2.6 Collect and dispose of tasting waste according to safety, hygiene and other enterprise requirements.
3 Interact with customers during tasting.	3.1 Proactively provide relevant and correct information on alcoholic beverage products to customers. 3.2 Encourage customers to ask questions or provide opinions on products being served. 3.3 Correctly answer ***common customer questions about alcoholic beverage*** products and provide appropriate assistance with selections. 3.4 Encourage and facilitate responsible tasting by customers in accordance with Responsible Service of Alcohol provisions.
4 Handle and store alcoholic beverage products.	4.1 Handle alcoholic beverage products in a manner that ensures quality is maintained. 4.2 Maintain opened products as required by product characteristics. 4.3 Store and rotate products to ensure optimum quality and in accordance with workplace procedures. 4.4 Identify ***common beverage product faults*** and apply knowledge to work activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT **PERFORMANCE CRITERIA**

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read and interpret labels and other general information about alcoholic beverages
- literacy skills to read workplace policies and procedures relating to hygiene, safety, legal and enterprise requirements and RSA provisions
- organisational skills to co-ordinate the set up and conduct of a tasting
- problem-solving skills to respond to common wine product faults and routine customer service issues.

The following knowledge must be assessed as part of this unit:

- safety considerations for product tastings, including those around potential set-up hazards and use of glassware
- correct and safe opening procedures for different types of bottled beverages
- ways of ensuring conducive environment for tasting:

maintaining appropriate temperature

neutralising odours

eradicating or reducing noise

optimising light conditions

- hygiene requirements in relation to product tastings, including for handling and use of:

glassware

spittoons

opened products

other tableware

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may be covered by completion of SITHFAB009A Provide responsible service of alcohol).
- general knowledge of wines in relation to:

Australian and international wine types

general features of wine from main Australian wine producing areas

compatibility of major Australian and international wine styles to different types of food (general knowledge only)

main grape varieties and wine types, including:

- red, including cabernet sauvignon, shiraz, pinot noir and merlot
- white, including semillon, sauvignon blanc, riesling and chardonnay
- blended wines, including cabernet sauvignon, merlot, semillon and sauvignon blanc
- sparkling wines
- popular fortified wines, including sherry, port, muscat, vermouth, tokay and marsala
- dessert wines

- general knowledge of beers, spirits and liqueurs (including ready to drink products) in relation to:

flavour and characteristics

differences between Australian and imported products

glassware required for different types of beverage

- general knowledge of non-alcoholic beverages
- specific knowledge of products appropriate to the workplace
- general knowledge of storage and handling requirements for different alcoholic beverages
- content of beverage labels and how to interpret them.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • ability to set up and conduct a product tasting in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit	accordance with relevant safety, hygiene and other workplace requirements • effective interaction with customers • ability to provide accurate advice about products being tasted • knowledge of alcoholic beverages as specified under required knowledge.
Context of and specific resources for assessment	Assessment must ensure: • interaction with and involvement of customers or colleagues with varying requirements or requests about alcoholic beverages • access to information on alcoholic beverage products.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate interacting with customers during a product tasting • oral or written questions to assess knowledge of safety and hygiene issues around product tastings • observation of a presentation on specific beverage products • review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Alcoholic beverages may include:	• still wines • fortified wines • sparkling wines • beer • spirits • liqueurs.
Sensory evaluation techniques may include:	• sight, to check for clarity, brightness, and intensity and shade of colour • smell or nose, aroma and bouquet • taste components, including bitter, acid, salt, sweet and umami.
Tasting area, ***equipment and supplies*** may include:	• glassware • spittoons or spit buckets • napkins • chilling equipment • ice • wine lists • light food • tasting notes • evaluation sheets • promotional and pricing literature • opening devices • tables and tableware.
Common customer questions about alcoholic beverages may include questions about:	• food and beverage matching • cellaring requirements • optimum time to drink • comparisons between products • value for money.
Common beverage product faults may include:	• cork problems (drying, shrinking, expansion, oxidation, bleeding and ageing) • haze • excessive hydrogen sulphide • tartrates • oxidation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB227A Operate and monitor cellar systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to work safely in a cellar. It includes the operation of beverage dispensing systems and the quality monitoring of beverage products.

Note that the word 'cellar' is used in its broadest sense, and means any area used as the storage location for bulk beverages and the equipment that supports its service.

The safety requirements covered by this unit reflect compliance requirements under Occupational Health and Safety legislation. Obligations under Australian Standard AS 5034-2005 Installation and use of inert gases for beverage dispensing and associated standards also apply.

States and territories also have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to any individual who has responsibility for the operation and routine monitoring of beverage dispensing equipment and for the monitoring of beverage quality in a hospitality establishment. Depending on the nature and size of the business and particular job roles, this individual may be a dedicated cellar person, a senior bar attendant, a manager or a business owner. The individual may or may not also have store person responsibilities. Safety issues and compliance requirements are a key focus of the unit.

The general knowledge and basic skills required by bar workers more generally are found in units such as SITHFAB002C Operate a bar and SITHFAB001C Clean and tidy bar areas.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

This unit has extensive application in hotels, clubs, casinos and sporting venues, but it may also be relevant in restaurants, or any other permanent or temporary catering venue where a cellar is maintained.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Operate and maintain beverage dispensing systems.	1.1 Operate ***beer systems*** according to with manufacturer instructions and relevant safety requirements. 1.2 Tap kegs according to ***safety requirements*** and manufacturer instructions. 1.3 Handle, connect and store beverage gas according to relevant safety standards. 1.4 Check post mix systems for effective operation and change syrup boxes as required. 1.5 Clean ***beverage system parts*** in accordance with manufacturer instructions and safety requirements. 1.6 Use ***chemicals*** safely according to relevant standards and enterprise procedures. 1.7 Correct or report ***dispensing system*** faults to the appropriate person according to scope of individual responsibility and enterprise contracting arrangements.
2 Use and monitor refrigeration systems.	2.1 Monitor and accurately measure refrigeration system, and adjust to comply with product requirements. 2.2 Perform routine checking of glycol levels and cleaning of vents, ensuring safe use of chemicals at all times. 2.3 Promptly identify refrigeration faults and report to qualified ***refrigeration*** mechanic according to enterprise procedures.
3 Monitor overall cellar safety.	3.1 Make regular routine checks of ***gas systems*** according to relevant safety standards. 3.2 Systematically monitor the use and storage of chemicals and ensure safety requirements are met. 3.3 Monitor the cellar area to ensure appropriate safety signage and take action to rectify any deficiencies. 3.4 Proactively provide relevant information to other workers in relation to safety issues.
4 Monitor quality of beverage products.	4.1 Monitor cellar temperature to ensure optimum storage conditions for different ***beverage products***. 4.2 Systematically check cellar conditions to ensure the requirements of the Australia New Zealand Food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	Standards Code are met.
	4.3 Use systematic product rotation to maintain quality.
	4.4 Use manual or electronic stock control system to assist in monitoring the quality of products and controlling stock during receiving, storage and issuing.
	4.5 Test the quality of beverage products regularly and identify ***faults***.
	4.6 Take ***appropriate action to rectify faults*** within scope of individual responsibility or report and follow up with the appropriate person.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to provide practical information about cellar issues to colleagues
- literacy skills to:

read and comprehend enterprise or manufacturer logbooks or incident reports, safety requirements. Standards and signage, ANZFSC codes and stock control system records

record faults and equipment monitoring, testing and checking activities

- numeracy skills to effectively monitor regulators, measure temperature and calculate quantities of chemicals and cleaning agents
- problem-solving skills to identify and rectify problems with beverage quality
- technology skills to work with equipment at an operational and basic maintenance level.

The following knowledge must be assessed as part of this unit:

- general knowledge of cellar compliance requirements under various legislation, including:
  - Health Act
  - Occupational Health and Safety legislation
  - Food Standards Australia New Zealand Act 1991
- particular requirements of the Australia New Zealand Food Standard code that directly

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

impact on cellar operations

- requirements of the various Australian standards that directly impact on cellar operations, including:

AS5034-2005 Installation and use of inert gases for beverage dispensing, and associated standards

AS3780-1994 The Storage and handling of corrosive substances

- working knowledge of beverage gas system operation, including:
  - key components of beverage dispensing systems
  - how to handle, store, connect and disconnect beverage gas cylinders (including different types of cylinder systems and different types of gas)
  - inert gas in confined spaces and the potential dangers
  - particular dangers of carbon dioxide and nitrogen
  - required fire protection equipment and other emergency and alarm procedures
  - methods and techniques for undertaking routine checks for leaks (including monitoring of regulators, drop tests, spray tests, disconnecting and re-connecting leads)
  - typical roles and responsibilities of different people in operating and maintaining the system (eg within the hospitality establishment, external contractors)
- techniques for safe lifting and handling
- procedures and safety requirements for the use and storage of hazardous substances such as chemicals and other cleaning agents, including labelling and Material Safety Data Sheets
- correct and environmentally sound disposal methods for hazardous substances
- overview knowledge of the way that beer is brewed and what this means for cellar operations
- cellar products (which must include beer) and their characteristics, including:
  - correct handling and storage
  - shelf life
  - potential faults.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge and understanding of the safety requirements for operating cellar equipment
- ability to operate cellar equipment within those safety requirements
- ability to maintain cellar hygiene and tidiness
- ability to service and clean equipment and lines
- ability to identify and rectify quality issues affecting cellared beverages.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully operational cellar, including industry-current equipment and actual products as follows:
  - liquor storage area
  - keg area
  - post-mix system
  - two complete beer lines (from keg to beer tap)
  - manifolds
  - cool room
  - transfer leads
  - couplers
  - connectors
  - gas regulators
  - chemicals, cleaning equipment and procedures
  - safety goggles and gloves
  - approved cleaning keg or dosing unit
  - appropriate stock
- use of a typical industry manual or electronic stock control system.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate operating a bulk dispensing system or other cellar equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- direct observation of the candidate carrying out maintenance of beverage system parts
- written or oral questions to test knowledge of common faults in beer, maintenance techniques for bulk dispensing systems and cellar safety issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB002A Operate a bar
- SITXINV002A Control and order stock.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Beer systems may include:

- direct pull systems
- party kegs
- multiple hook-up
- flow back systems
- refrigerated beer line systems
- ice bank systems
- Temprite or instantaneous cooler system.

Safety requirements may relate to:

- legislative requirements
- requirements under Australian Standards
- correct lifting, moving and handling techniques for kegs and cylinders
- safe use of electrical equipment.
- dealing with pressure factors
- chemical and detergent use, including manual or a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	dosing unit detergent system • correct servicing and maintenance of equipment which operate under pressure e.g. connectors & couplers • conducting risk assessments.
Beverage system parts must include:	• beer lines • beer taps • couplers • leads • connectors • manifolds • FOB detectors • beer pumps.
Chemicals may include:	• 'Corrosive 8' detergents • low PH detergents • general cleaning agents • two-part detergent solutions • one-part detergent solutions • specialised-part cleaning agents • cleaning of lines & equipment.
Dispensing systems must include:	• beer • post-mix syrups.
Dispensing systems may include:	• spirits • wine.
Refrigeration systems must include:	• glycol system or refrigerated beer line system • compressors • chiller plates • glycol tanks and pumps.
Refrigeration systems may include:	• cold rooms • cabinets • portable systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• chilled beer fonts • ice bank or water chilled system • Temprite or instantaneous cooler system.
Gas system must include:	• checking for gas leaks (e.g. drop tests, spray tests) • isolating gas board • monitoring of regulator pressures • monitoring alarms • types of beverage gases • AS 5034 requirements • gas cylinder handling, storage and connection.
Beverage products may include:	• bulk and packaged beers • wine • spirits • liqueurs • aerated and mineral waters • post-mix • juices and syrups • ancillary cellar products (e.g. paper products).
Faults may include:	• heady beer • flat beer • cloudy beer • sour beer • no or slow beer flow.
Appropriate action to rectify faults may include:	• gas systems checking, identification and adjustment • refrigeration checking, identification and adjustment • housekeeping, cleaning and maintenance • stock control, rotation of stock.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB323A Provide advice on beers, spirits and liqueurs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to set up and conduct product tastings of alcoholic beverages.

Some states and territories have legislative requirements in relation to service of alcohol that impact on the work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to all individuals who provide advice to others about beers, spirits and liqueurs. This could include beverage wholesalers, liquor retailers, bar specialists, sommeliers, or other senior bar and restaurant personnel.

In a hospitality context, this unit builds on skills and knowledge covered in SITHFAB005A Provide table service of alcoholic beverages. In a broader context it builds on the beverage knowledge component of the unit SITHFAB222A Conduct a product tasting for alcoholic beverages.

Where an individual is responsible for cellar operations and the maintenance of draught beer systems, the unit SITHFAB227A Operate and monitor cellar systems is also relevant.

Where the job role involves the provision of advice about food and beverage matching, this unit could be combined with the unit SITHFAB324A Provide specialised advice on food and beverage matching.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate beers, spirits and liqueurs.	1.1 Identify and explore the characteristics of a range of both ***Australian and imported beers***, ***spirits and liqueurs*** using ***sensory evaluation techniques***.
	1.2 Review ***other information*** about beers, spirits and liqueurs to complement the sensory evaluation process.
	1.3 Develop informed opinions about beers, spirits and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	liqueurs to support ***work as a beverage specialist***.
2 Handle, store and monitor beers, spirits and liqueur products.	2.1 Store and cellar products according to ***particular requirements*** for different beers, spirits and liqueurs. 2.2 Monitor product quality and recognise ***impaired quality*** based on a broad knowledge of beers, spirits and liqueurs.
3 Advise customers on beers, spirits and liqueurs.	3.1 Provide accurate advice about Australian and imported beers, spirits and liqueurs to customers. 3.2 Discuss the different styles and features of beers, spirits and liqueurs with customers, taking account of customer's level of knowledge. 3.3 Assist customers in selecting beverages according to taste and price preferences. 3.4 Resolve issues with beverage quality through accurate identification of faults and appropriate corrective action.
4 Extend and update own knowledge of beers, spirits and liqueurs.	4.1 Conduct ***formal and informal research*** to access current, accurate and relevant information about beers, spirits and liqueurs. 4.2 Identify trends in customer tastes based on direct contact and workplace experience. 4.3 Identify general trends in the liquor product market and apply to the workplace as appropriate. 4.4 Provide informed input about beers, spirits and liqueurs to support ***workplace activities***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- communication skills to articulate advice about beers, spirits and liqueurs and to discuss and debate different ideas and opinions about products
- critical thinking skills to evaluate wide ranging information about beers, spirits and liqueurs and apply and adapt information to work activities
- literacy skills to research and interpret detailed information about beers, spirits and liqueurs from a variety of sources
- problem-solving skills to identify product faults and make judgments about appropriate remedial action.

The following knowledge must be assessed as part of this unit:

- sensory evaluation techniques and their relevance to different types of beers, spirits and liqueurs
- past, current and emerging trends in the Australian liquor industry
- overview of international trends in beers, spirits and liqueurs
- production techniques for beers, spirits and liqueurs in relation to the way that production affects the final product
- key structural components of beers, spirits and liqueurs
- characteristics of beers, spirits and liqueurs (to include both Australian and imported products) including:

low alcohol, light, mid-strength and full strength beers

different beer types - draught, stout, golden, pale or brown ale, porter, wheat, blonde, lager, pilsner and bock

a range of spirits (local and imported) to include vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items

a range of liqueurs to include Drambuie, DOM Benedictine, Cointreau, Grand Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake

- factors that affect the quality of different beers, spirits and liqueurs
- storage requirements for different beers, spirits and liqueurs
- safety and hygiene issues of particular relevance to the handling and storage of beers, spirits and liqueurs, including:

general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers

signage used for areas of restricted access

- overview of the types of foods that match successfully with different beers, spirits and liqueurs (more detailed food matching skills are found in the unit SITHFAB324A Provide specialised advice on food and beverage matching)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to identify different characteristics of beers, spirits and liqueurs using sensory evaluation techniques • knowledge of Australian and imported beers, spirits and liqueurs, as detailed under required knowledge • ability to maintain and extend current and relevant knowledge of beers, spirits and liqueurs and to apply that knowledge to different workplace activities.
Context of and specific resources for assessment	Assessment must ensure: • interaction with, and involvement of, other people to discuss beverage characteristics and options, and to answer varied questions about beer, spirits and liqueurs • access to a wide range of beers, spirits and liqueurs - both Australian and imported • access to information about beer, spirit and liqueur products.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate providing advice to customers or colleagues about beers, spirits and liqueurs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- oral or written questions to assess knowledge of beers, spirits and liqueurs
- observation of a presentation on selected beer, spirit or liqueur products
- research project to develop information about beers, spirits or liqueurs for use in particular workplace context
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Australian and imported beers, ***spirits and liqueurs must include***:

- low alcohol, light, mid-strength and full strength beers
- different beer types - draught, stout, golden, pale or brown ale, porter, wheat, blonde, lager, pilsner and bock
- a range of spirits (local and imported) including vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items
- a range of traditional and contemporary liqueurs including Drambuie, DOM Benedictine, Cointreau, Grand Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake.

Sensory evaluation techniques must include:

- Visual appraisal:

use of light and background

intensity and type of colour

clarity

identifying 'legs' or 'tears' to assess alcohol content

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- smell or nose appraisal:

techniques for releasing aroma and bouquet

recognising 'off' odours

assessing intensity of aromas

describing smell characteristics

assessing age

- taste appraisal:

techniques for releasing flavours (sucking in air, swirling over taste buds)

spitting techniques

recognising acidity, sweetness, weight or body,length, faults

assessing balance of wine features on the palate.

Other information may include:

- promotional information
- product reviews
- details of production methods
- reference texts on beers, spirits and liqueurs
- presentation sessions from wholesalers or distributors.

Work as a beverage specialist might involve:

- making presentations on beers, spirits and liqueurs
- selling beers, spirits and liqueurs to corporations or individuals
- conducting specialised tastings
- developing beverage list suggestions
- providing brewery tours.

Particular requirements may relate to:

- temperature
- humidity
- stock rotation
- shelf life
- amount of UV light
- vibrations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Impaired quality might relate to:	• flat products • cloudiness • cork problems.
Formal and informal research may include:	• talking to product suppliers, winemakers, brewers • memberships of associations and industry bodies • reading general and trade media and supplier information • attending trade shows and product tastings • reading reference books • internet.
Workplace activities may include:	• providing input to beverage lists • assisting with selection of products from suppliers • conducting product tastings and tours.

Unit Sector(s)

Sector	Hospitality

Competency field

Competency field	Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB324A Provide specialised advice on food and beverage matching

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide specialised advice on the matching of food and alcoholic beverages.

Some states and territories have legislative requirements in relation to service of alcohol that may apply to work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to all individuals who provide specialised advice on food and beverage matching. It covers advice on matching food with wine, beers, spirits and liqueurs. Food and beverage matching advice is provided in a range of contexts including restaurants, specialised wine outlets, fine food outlets, wine wholesalers or wineries. Advice may also be provided to a range of different people for different purposes - for example, direct to individual customers, to colleagues as part of a menu and wine list development process or to specialist retailers or to event organisers.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB004A Provide food and beverage service

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate beverages.	1.1 Assess the compatibility of both ***Australian and imported wines*** with various ***food items and cuisines***.
	1.2 Assess the compatibility of ***beers***, ***spirits and liqueurs*** with various food items and cuisines.
	1.3 Determine the ways in which different ***methods of cooking*** affect food compatibility with different ***beverages***.
	1.4 Evaluate the ways in which ***food features*** affect interactions with different beverages.
	1.5 Determine the ways in which ***beverage production techniques*** affect beverage compatibility with different

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	foods.
2 Provide advice on food and beverage compatibility.	2.1 Provide ***informed opinions and ideas*** to support the selection of compatible food and beverage items.
	2.2 Exchange and discuss options, ideas and information in a manner that builds positive rapport with customers and colleagues.
	2.3 Provide food and beverage matching ***advice that is tailored and*** appropriate to the specific need.
	2.4 Take account of ***appropriate and ethical business considerations*** when providing advice.
	2.5 Adapt and adjust advice appropriately to meet particular workplace requirements.
3 Monitor trends in food and beverage.	3.1 Use ***formal and informal research*** to investigate and critically evaluate Australian and international ***food and beverage matching trends*** and apply to the workplace as appropriate.
	3.2 Proactively use workplace experience and customer contact to identify particular trends in customer tastes and their impact on food or beverage products being offered.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to articulate advice about food and beverage matching and to discuss and debate ideas with others
- critical thinking skills to evaluate wide ranging information about food and beverage and apply and adapt information to workplace activities
- literacy skills to research and interpret detailed information about food and beverage from a variety of sources.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- major food groups, their characteristics and how those characteristics affect food and beverage matching
- major methods of cookery and what this means for food and beverage matching
- overview of the chemistry of primary food and beverage components
- different ways that alcohol is used in cooking and the impact on food items
- traditional and contemporary food and beverage matches across a selection of cuisines, food groups and beverage styles
- current and emerging trends in food and beverage matching in Australia and overseas
- factors to consider in achieving a balance between food and beverages on a menu.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability match food and beverages appropriately demonstrated through a range of practical tastings, evaluations and provision of recommendations (across varied food and beverage types) • detailed knowledge of food and beverage matching as specified under required knowledge • ability to maintain and extend current and relevant knowledge of food and beverage matching and apply that knowledge to different workplace activities.
Context of and specific resources for assessment	Assessment must ensure: • interaction with, and involvement of other people to discuss food and beverage matching at a detailed level, and to answer varied questions about food and beverage matching

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- access to a wide range of foods and beverages (Australian and imported, range of cuisines)
- access to detailed information on food and beverage, including cooking and production methods.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of candidate providing advice to customers or colleagues
- oral or written questions to assess in depth knowledge of food and beverage matching
- evaluation of complementary menus and beverage lists developed by the candidate for a particular workplace purpose
- observation of a presentation on food and beverage matching
- evaluation of a research project to develop information about food and beverage matching for use in particular workplace context
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. For example:

- SITHFAB323A Provide specialised advice on beers, spirits and liqueurs
- SITHFAB325A Provide specialised advice on Australian wines
- SITHFAB326A Provide specialised advice on imported wines.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Australian and Imported wines must include wines from:	• all major and emerging Australian wine regions Europe - France, Italy, Germany, Greece, Spain, Portugal, Central and South Western Europe • North and South America • New Zealand • South Africa • emerging wine growing countries.
Food items and cuisines must include:	• dishes from several major cuisines • appetisers • soups • meat, fish and seafood • fruits and vegetables • sweets and desserts • cheeses • salads • sauces and accompaniments.
Beers, ***spirits and liqueurs must include***:	• low alcohol, light, mid-strength and full strength beers • different beer types - draught, stout, golden, pale and brown ale, porter, wheat, blonde, lager, pilsner and bock • a range of spirits (local and imported) including vodka, gin, brandy, whisky, tequila, cognac, Armagnac and ready to drink items • a range of liqueurs to include Drambuie, DOM Benedictine, Cointreau, Grand Marnier, Chartreuse, Baileys Irish Cream and Galliano and sake.
Methods of cooking must include:	• boiling • poaching • steaming • stewing • braising

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- roasting
- baking
- grilling
- shallow frying
- deep-frying
- stir-frying
- pan-frying.

Beverages may include:

- Australian and imported wines
- beers
- spirits
- liqueurs.

Food features may relate to:

- texture:
  - crunch
  - crisp
  - smooth
  - slippery
  - creamy
  - mouse
  - rich
  - clean
  - moist
  - intensity
  - light or heavy mouth feel
  - velvety
  - fibrous
  - marshmallow
- taste or flavour:
  - salty
  - sweet
  - acidic
  - bitter
  - spicy
  - spicy (heat)
  - umami
- temperature:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- frozen
- cold
- warm
- hot
- spice (hot)

- aroma:
  - sweet
  - acidic
  - astringent
  - spicy

spritzig

herbaceous

pungent

perfumed

fruity.

Beverage production techniques may relate to:

- variations in raw products
- brewing practice
- fermentation processes
- maturation processes
- bottling or packaging processes
- chemical components.

Informed opinions and ideas might be based on:

- results of own evaluations
- critic reviews
- accepted food and beverage matches
- research and reading
- information from customers
- recommendations from suppliers or manufacturers.

Tailored and appropriate advice might consider:

- diner characteristics:

age

gender

physical condition

allergies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	cultural origins • nature of the occasion: level of formality time of day duration of event • customer budget • business objectives • profitability.
Appropriate and ethical business considerations may include:	• profitability requirements • current stock • supplier arrangements • stock availability.
Formal and informal research may include:	• talking to product suppliers, winemakers and vineyard managers • memberships of associations and industry bodies • reading general and trade media and supplier information • attending trade shows • attending wine tastings • reading wine reference books • using the internet.
Food and beverage matching trends may relate to:	• new ideas from chefs • developments in particular countries or cuisines • health and fitness issues • economic trends.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB325A Provide specialised advice on Australian wines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide specialised advice on Australian wines. It also includes some limited underpinning knowledge about imported wine types in the context of placing Australian wines in a world marketplace.

Some states and territories have legislative requirements in relation to service of alcohol that may apply to work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to all individuals who provide specialised advice to others about Australian wine. It may apply to a specialist wine attendant, sommelier, restaurant supervisor or to a range of other personnel in wineries, retail wine outlets or wine wholesalers.

Skills and knowledge for imported wines are found in the unit SITHFAB326A Provide specialised advice on imported wines.

The provision of wine advice could be undertaken in various contexts and will depend on the job role. This may include serving wine, contributing to the development of wine lists, selling or promoting wine or conducting a tour of a winery.

The unit also underpins effective achievement of competence in the unit SITHFAB428A Manage the sale or service of wine.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

- SITHFAB009A Provide responsible service of alcohol
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB222A Conduct a product tasting for alcoholic beverages

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate Australian wines.	1.1 Identify and explore the characteristics of a range of ***Australian wines*** using the full range of ***sensory evaluation techniques***.
	1.2 Review ***other information*** about viticulture and specific wine styles, regions and production methods to complement the sensory evaluation process

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Develop informed opinions about Australian wines that support ***work as a specialist in wine***.
2 Handle, store and monitor Australian wine products.	2.1 Store and cellar Australian wine according to ***particular requirements*** of different wines. 2.2 Monitor wine quality and recognise ***impaired quality*** based on in depth knowledge of Australian wines. 2.3 Where required, serve wine appropriately and at the correct temperature according to type and style of wine and customer preference. 2.4 Decant wines using techniques appropriate to the variety, style and vintage of wine.
3 Advise customers on Australian wines.	3.1 Provide accurate information and assistance on different Australian wine options. 3.2 Discuss and debate wine characteristics, origins and production methods with customers, taking account of the customers' level of wine knowledge. 3.3 Take account of ***appropriate and ethical business considerations*** when providing advice and make adjustments accordingly. 3.4 Assist customers with wine selections according to taste, price preferences and other specific needs. 3.5 Resolve issues with wine quality through accurate identification of faults and appropriate corrective action.
4 Extend and update own knowledge of Australian wines.	4.1 Conduct ***formal and informal research*** to access current, accurate and relevant information about wines. 4.2 Identify trends in customer tastes based on direct contact and workplace experience. 4.3 Identify general trends in the wine market and apply to the workplace as appropriate. 4.4 Provide assistance in the design, content and pricing of wine list as required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to articulate advice on wines, and to discuss and debate different ideas and opinions about wines
- critical thinking skills to evaluate wide ranging information about wines and apply and adapt information to wine specialist activities
- literacy skills to research and interpret detailed information about wines from a variety of sources
- problem-solving skills to identify product faults and make judgments about appropriate remedial action.

The following knowledge must be assessed as part of this unit:

- the full range of sensory evaluation techniques and their relevance to different types of wines
- structure, history, trends and philosophies of the Australian wine industry
- general understanding of the operation of wine shows and wine medal systems in an Australian context
- characteristics of major Australian wines, including:

different wine types and their styles

different production methods

label terminology and interpretation

major regional variations

principal grape varieties used in wine types

the place of Australian wines in the international marketplace

how Australian wines compare with imported wines in terms of general types and styles

- general knowledge of Australian geography in relation to its impact on wine growing
- climatic classification of Australian grape-growing regions registered by the Geographical Indications Committee, including factors that influence the character of wine
- impact of the vineyard and viticultural techniques affecting the taste and style of wine
- annual cycle of a general vineyard and regional specific cycles
- wine production methods and variations for white, red, sparkling and fortified wines, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

basic wine production steps and variations for different wines (harvesting, crushing, pressing, fermentation, clarification, maturing, bottling)

- new world approaches to wine making
- specific production techniques for white wine (additional clarification process - before and after fermentation, pressing, malolactic fermentation and oak usage)
- specific production techniques for red wine (fermentation on the skins, maceration techniques such as pumping over, plunging down, heading down and rotary fermenters)
- specific production techniques for sparkling wines such as *traditionelle*, the transfer process, tank fermentation and carbonation
- specific techniques for fortified wines
- factors that affect the style and quality of wine, including:

climate

soil

grape variety

viticultural techniques

storage

vinification techniques

- key structural components in wine and their impact on taste , including alcohol, tannin, sugar, fruit flavour
- indicators of quality in wines and analysis and diagnosis of wine faults or impairments, including:

oxidation

tartrates

cloudiness

cork faults

presence of hydrogen sulphide

- wine service techniques, including serving aged wines and processes for the decanting of wine
- storage and cellaring requirements for a range of wines and reasons for these
- contributing factors of a successful wine list
- overview of the types of foods that match successfully with different wines (more detailed food matching skills are found in the unit SITHFAB324A Provide specialised advice on food and beverage matching)
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may be covered by completion of SITHFAB009A Provide responsible service of alcohol).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identification of different characteristics of Australian wines using sensory evaluation techniques
- knowledge of Australian wines, as detailed under required knowledge
- ability to maintain and extend current and relevant knowledge of Australian wines and to apply that knowledge to different workplace activities.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with and involvement of other people to discuss Australian wine characteristics and options and to answer varied questions about wines
- access to a wide range of Australian wines and to information on wines.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of candidate providing advice to customers or colleagues on wine
- oral or written questions to assess knowledge of wine
- observation of a presentation on wine
- observation of candidate evaluating wines and providing opinions
- research project to develop information about wines for use in particular workplace context
- review of wine lists written by the candidate for particular contexts and purposes
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

candidate.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Australian wines must include wines from:	• all major and emerging Australian wine regions.

Sensory evaluation techniques must include:	• visual appraisal:
	  • wine swirling and glass handling
	  • use of light and background
	  • intensity and type of colour
	  • clarity
	  • identifying 'legs' or 'tears' to assess alcohol or glycerol content
	• smell or nose appraisal:
	  • techniques for releasing aroma and bouquet
	  • recognising 'off' odours
	  • assessing intensity of aromas
	  • describing smell characteristics (eg fruity, vegetal, spicy)
	  • assessing age
	• taste appraisal:
	  • techniques for releasing wine flavours (sucking in air, swirling wine over taste buds)
	  • spitting techniques
	  • recognising acidity, sweetness, weight or body, length, note, wine faults
	• assessing balance of wine features on the palate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Other information may include:	• promotional information • details of production methods • reference texts on wines • product reviews • presentation sessions from growers, wholesalers, distributors • information on wines currently listed in the Australian Wine and Brandy Corporation (AWBA) Register of Protected Names.
Work as a specialist in wine may involve:	• making presentations on wine • selling wine to corporations • selling wine to individuals • conducting specialised wine tastings • developing wine list suggestions • providing winery tours.
Particular requirements may relate to:	• temperature • humidity • stock rotation • shelf life • amount of UV light • vibrations.
Impaired quality might relate to:	• oxidation • tartrates • cloudiness • cork faults • presence of hydrogen sulphide.
Appropriate and ethical business considerations may include:	• profitability requirements • current stock • supplier arrangements • stock availability • range being promoted.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Formal and informal research may include:	• talking to product suppliers, winemakers and vineyard managers • memberships of associations and industry bodies • reading general and trade media and supplier information • attending trade shows • attending wine tastings • reading wine reference books • using the internet.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB326A Provide specialised advice on imported wines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide specialised advice on imported wines.

Some states and territories have legislative requirements in relation to service of alcohol that may apply to work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to all individuals who provide specialised advice to others about imported wine. It may apply to a specialised wine attendant, sommelier, restaurant supervisor or to a range of other personnel in wineries, retail wine outlets or wine wholesalers.

Skills and knowledge for Australian wines are found in the unit SITHFAB325A Provide specialised advice on Australian wines.

The provision of wine advice could be undertaken in various contexts and will depend on the job role. This may include serving wine, contributing to the development of wine lists, selling or promoting wine or conducting a tour of a winery.

The unit also underpins effective achievement of competence in the unit SITHFAB428A Manage the sale or service of wine.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

- SITHFAB009A Provide responsible service of alcohol
- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB222A Conduct a product tasting for alcoholic beverages

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate imported wines.	1.1 Identify and explore the characteristics of a range of ***imported wines*** using the full range of ***sensory evaluation techniques***. 1.2 Review ***other information*** about viticulture and specific imported wine styles, regions and production methods to complement the sensory evaluation process.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Develop informed opinions about imported wine that support ***work as a specialist in wine***.
2 Handle, store and monitor imported wine products.	2.1 Store and cellar imported wine according to ***particular requirements*** of different wines.
	2.2 Monitor wine quality and recognise ***impaired quality*** based on in depth knowledge of wines.
	2.3 Where required, serve wine appropriately and at the correct temperature according to type and style of wine and customer preference.
	2.4 Decant wines using techniques appropriate to the variety, style and vintage of wine.
3 Advise customers on imported wines.	3.1 Provide accurate information and assistance about different imported wine options.
	3.2 Discuss and debate wine characteristics, origins and production methods with customers, taking account of the customer's level of wine knowledge.
	3.3 Take account of appropriate and ***ethical business considerations*** when providing advice and make adjustments accordingly.
	3.4 Assist customers with wine selections according to taste, price preferences and other specific needs.
	3.5 Resolve issues with wine quality through accurate identification of faults and appropriate corrective action.
4 Extend and update own knowledge imported wines.	4.1 Conduct ***formal and informal research*** to access current, accurate and relevant information about imported wines.
	4.2 Identify trends in customer tastes based on direct contact and workplace experience.
	4.3 Identify general trends in the imported wine market and apply to the workplace as appropriate.
	4.4 Provide assistance in the design, content and pricing of international wine list as required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to articulate advice about wines, and to discuss and debate different ideas and opinions about wines
- critical thinking skills to evaluate wide ranging information about wines and apply and adapt information to wine specialist activities
- literacy skills to research and interpret detailed information about wines from a variety of sources
- problem-solving skills to identify product faults and make judgments about appropriate remedial action.

The following knowledge must be assessed as part of this unit:

- the full range of sensory evaluation techniques and their relevance to different types of wines
- structure, history, trends and philosophies of:
  - the international wine industry
  - the major international wine producing nations
  - general understanding of the operation of wine shows and wine medal systems in an international context
- characteristics of major international wines, including:
  - different wine types and their styles
  - different production methods
  - label terminology and interpretation
  - major regional variations
  - principal grape varieties used in wine types
  - major European wine laws
- general knowledge of relevant geography in relation to its impact on wine growing
- impact of the vineyard and viticultural techniques affecting the taste and style of wine
- annual cycle of a general vineyard and regional specific cycles
- wine production methods and variations for white, red, sparkling and fortified wines, including:
  - basic wine production steps and variations for different wines (harvesting, crushing, pressing, fermentation, clarification, maturing, bottling)
  - old world approaches to wine making and attitudes to new world wine making
  - specific production techniques for white wine (additional clarification process - before

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

and after fermentation, pressing, malolactic fermentation and oak usage)
    - specific production techniques for red wine (fermentation on the skins, maceration techniques such as pumping over, plunging down, heading down and rotary fermenters
    - specific production techniques for sparkling wines such as *traditionelle*, the transfer process, tank fermentation and carbonation
    - specific production techniques for fortified wines
- factors that affect the style and quality of wine, including:
    - climate
    - soil
    - grape variety
    - viticultural techniques
    - storage
    - vinification techniques
- key structural components in wine and their impact on taste , including alcohol, tannin, sugar, fruit flavour
- indicators of quality in wines and analysis and diagnosis of wine faults or impairments, including:
    - oxidation
    - tartrates
    - cloudiness
    - cork faults
    - presence of hydrogen sulphide
- wine service techniques, including serving aged wines and processes for the decanting of wine
- storage and cellaring requirements for a range of wines and reasons for these contributing factors of a successful wine list
- overview of the types of foods that match successfully with different wines (more detailed food matching skills are found in the SITHFAB324A Provide specialised advice on food and beverage matching
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this may be covered by completion of SITHFAB009A Provide responsible service of alcohol).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identification of wine characteristics, style, country and region of origin, vintage and production method using sensory evaluation techniques
- detailed knowledge of imported wines as specified under required knowledge
- effective communication of wine advice to customers
- ability to maintain and extend current and relevant knowledge of wines and to apply that knowledge to different workplace activities.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with and involvement of other people to discuss wine characteristics and options and to answer varied questions about wines
- access to a wide range of wines and to information on wines.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of candidate providing advice to customers or colleagues on wine
- oral or written questions to assess knowledge of wine
- observation of a presentation on wine
- observation of candidate evaluating wines and providing opinions
- research project to develop information about wines for use in particular workplace context
- review of wine lists written by the candidate for particular contexts and purposes
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Imported wines must include wines from:

- Europe - France, Italy, Germany, Greece, Spain, Portugal, Central and South Western Europe
- North and South America
- New Zealand
- South Africa
- emerging wine growing countries.

Sensory evaluation techniques must include:

- visual appraisal:
  - wine swirling and glass handling
  - use of light and background
  - intensity and type of colour
  - clarity
  - identifying 'legs' or 'tears' to assess alcohol / glycerol content
- smell or nose appraisal:
  - techniques for releasing aroma and bouquet
  - recognising 'off' odours
  - assessing intensity of aromas
  - describing smell characteristics (eg fruity, vegetal, spicy)
  - assessing age
- taste appraisal:
  - techniques for releasing wine flavours (sucking in air, swirling wine over taste buds)
  - spitting techniques
  - recognising acidity, sweetness, weight or body, length, wine faults
  - assessing balance of wine features on the palate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Other information may include:	• promotional information • details of production methods • reference texts on wines • product reviews • presentation sessions from growers, wholesalers, distributors, visiting winemakers.
Work as a specialist in wine might involve:	• making presentations on wine • selling wine to corporations • selling wine to individuals • conducting specialised wine tastings • developing wine list suggestions • providing winery tours.
Particular requirements may relate to:	• temperature • humidity • stock rotation • shelf life • amount of UV light • vibrations.
Impaired quality might relate to:	• oxidation • tartrates • cloudiness • cork faults • presence of hydrogen sulphide.
Appropriate and ethical business considerations may include:	• profitability requirements • current stock • supplier arrangements • stock availability • range being promoted.
Formal and informal research may include:	• talking to product suppliers, winemakers and vineyard managers • memberships of associations and industry bodies • reading general and trade media and supplier

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

information
- attending trade shows
- attending wine tastings
- reading wine reference books
- using the internet.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHFAB428A Manage the sale or service of wine

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to co-ordinate or manage activities associated with the sale and service of wine.

Some states and territories have legislative requirements in relation to service of alcohol that may impact on the work activities described in this unit.

Application of the Unit

Application of the unit

This unit applies to individuals who are responsible for both the technical and business aspects of wine service or sales. It therefore combines management and planning skills with specialised wine expertise. Job roles might include management of a specialised wine outlet (winery or retail outlet) or the management of wine for a restaurant.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

- 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.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research and select wines to meet business objectives.	1.1 Develop or identify ***business objectives*** in relation to the sale or service of wine.
	1.2 Conduct ***relevant research*** on wine products, trends and market characteristics.
	1.3 Maximise business opportunities through the development of ***wine-related products and services***, including wine lists, that support business objectives and profitability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	requirements.
	1.4 Identify and develop appropriate ***opportunities for the promotion of wine*** within the overall business context.
2 Develop and monitor wine management systems.	2.1 Research, select and purchase ***appropriate equipment*** to support wine service and storage within scope of job responsibility and in consultation with relevant management
	2.2 Organise wine storage and cellaring systems that ensure wine quality and business efficiency
	2.3 Establish and monitor systems that ensure effective communication between colleagues on wine-related issues
	2.4 Monitor the quality of wine products and services and provide pro-active support and assistance to colleagues
	2.5 Resolve wine-related issues and challenges promptly and use experience to inform future planning and activities
	2.6 Pro-actively identify opportunities for improvement in wine management systems and make recommendations to relevant colleagues
3 Develop and extend wine skills and knowledge for self and others.	3.1 Pro-actively evaluate own skills and knowledge to identify gaps and opportunities for further skills development.
	3.2 Access ***appropriate opportunities to extend wine skills and knowledge***.
	3.3 Provide timely and accurate advice to other staff and colleagues on wine and wine-related matters.
	3.4 Organise or provide suitable training to staff on wine and wine service.
	3.5 Maximise business and professional development opportunities through liaison with other members of the wine community and ***wine suppliers***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and leadership skills to provide supportive guidance to colleagues and engage with peers on professional issues
- literacy skills to conduct research on a wide range of potentially complex topics, and to interpret, adapt and apply information from multiple sources
- planning and organisational skills to develop and monitor wine management systems
- problem solving skills to develop business wide responses to operational and management challenges
- numeracy skills to understand financial impact of GST and the Wine Equalisation tax, calculate costs of wine, order wine stocks and work out profit margins
- self-management skills to proactively develop own skill and engage in ongoing learning.

The following knowledge must be assessed as part of this unit:

- Australian and international trends in wine, including:
  - styles
  - production methods
  - wine and food matching
  - market preferences
  - consumption patterns
  - pricing
- Australia's position in the international wine market
- current trends in wine sales and service technologies
- wine list design, including:

factors that affect wine lists in different industry contexts

balance considerations (styles, regions, cost)

- wine cellaring and storage requirements for various types of wines (white, red, sparkling, aged wines), including equipment and stock control systems
- safety and hygiene issues to be considered in the storage or cellaring of wines
- promotional opportunities for wine in the relevant industry context
- professional development opportunities for wine specialists in Australia
- broader training opportunities for wine staff
- requirements of the relevant state or territory Liquor Act in relation to service of alcohol and the role of management and staff in ensuring patron care.
- requirements of the Food Standards Australia New Zealand Food Standards Code

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

requirements and the bilateral trade agreement between Australia and the European Economic Area.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • development of multiple wine products and services that meet business objectives • detailed knowledge of wine cellaring requirements • detailed knowledge of the business factors to be considered in managing wine sales and service.
Context of and specific resources for assessment	Assessment must ensure: • access to a wide range of wines to develop wine-related products and services • access to comprehensive information on wine and wine trends • interaction with others to reflect the communication and leadership aspects of the unit.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of wine related products and services developed by the candidate • wine tastings to evaluate and monitor wines, and make recommendations for cellaring • observation of a presentation on wine management by the candidate • evaluation of wine marketing materials developed by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	the candidate • evaluation of a case study developed by the candidate to recommend wine management strategies for a nominated workplace or wine outlet • review of portfolio of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Business objectives may relate to:	• profitability • image in the marketplace • expansion of wine sales • entrance into new markets • special promotions • changes in product offerings • strategic alliances with suppliers and customers.
Relevant research may relate to:	• consumption patterns • customer preferences • competitor activity • new wines • product pricing • emerging trends.
Wine-related products and	• wine lists • promotional activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

services may include:	• wine tastings • catalogues • function packages • 'special occasion' products • selection of specific vintages for cellaring purposes.
Opportunities for the promotion of wine may include:	• selecting and organising specials • organising and conducting wine tastings • presentations and stands at wine events • developing promotional material • implementing staff incentive schemes.
Appropriate equipment may relate to:	• glassware • refrigeration • storage facilities.
Opportunities to extend wine skills and knowledge may include:	• talking to product suppliers, winemakers and vineyard managers • memberships of associations, professional organisations and industry bodies • networking • attending professional tastings and specialised seminars or conferences • attending wine promotions and tastings • wine and food festivals • tours • reading general and trade media • attending trade shows • reading wine reference books • internet research.
Wine suppliers may include:	• wholesalers • vineyards • auctions • internet distributors.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM001A Attend gaming machines

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day gaming machine operations. It covers the operation and maintenance of gaming machines, payouts and security of gaming areas and the provision of advice on all games offered by the enterprise.

The operation of TAA and Keno are found in the units SITHGAM002A Operate a TAB outlet and SITHGAM003A Conduct a Keno game.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit

This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. It applies to all header systems, including Tabaret, Tattersall's, electronic data transfer (EDT) and data retrieval and promotion systems, including computer games, Dacom, Turbo-Bonus, player tracking and government monitoring systems.

Persons undertaking these functions would usually work as part of a team and operate with significant autonomy.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITXFIN001A Process financial transactions.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Advise customers on games and gaming activities.	1.1 According to relevant rules and regulations, advise customers on available ***games and gaming activities***; basic player rules and conditions; odds, win rates and return to player; collection of payments and winnings;

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and promotions.
	1.2 Interpret and explain artwork and machine operations correctly and courteously to customers.
	1.3 Display ***promotional materials and information*** on gaming activities in suitable locations.
	1.4 Respond to customer queries, requests and complaints appropriately and courteously.
2 Operate and maintain gaming machines.	2.1 Operate ***gaming machines*** correctly according to their design function and enterprise practices.
	2.2 Clear and refill machines according to industry, enterprise and government regulations.
	2.3 Identify machine faults promptly and correctly.
	2.4 Make ***simple machine repairs*** with minimum disruption to players according to manufacturer instructions and to the level authorised by legislation and enterprise practices.
	2.5 Identify unserviceable machines 'out of order' promptly and report them according to enterprise practices and state and territory legislative requirements.
	2.6 Observe OHS procedures and practices in operating and maintaining machines.
3 Monitor security of gaming areas.	3.1 Observe players and onlookers, note any unusual practices and behaviours accurately, and report as appropriate.
	3.2 Carry out machine security checks according to industry and enterprise procedures.
	3.3 Identify any breakdowns in security functions or safety and deal with them according to scope of responsibility, enterprise procedures and OHS requirements.
	3.4 Report breakdowns in security or safety to appropriate persons according to industry and enterprise practices and legislative requirements.
	3.5 Keep voucher and gaming machine record books and cash box keys secure at all times.
	3.6 Where appropriate, follow barring procedures according to enterprise policy.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
4 Make gaming machine payouts.	4.1 Verify ***payout*** claims according to enterprise procedures. 4.2 Record payout according to industry and enterprise procedure. 4.3 Check the identification and age of players where required, according to industry, enterprise and government regulations prior to payouts. 4.4 Identify situations where ***payouts should be refused*** and refer them to the appropriate person according to enterprise and government regulations. 4.5 Pay winnings to the player and witness them according to enterprise and government regulations. 4.6 Validate machines and return them to service promptly where appropriate. 4.7 Complete payout summaries or issue payout vouchers and balance them with cash, float and machine readings, according to industry and enterprise procedures. 4.8 Resolve payout disputes or refer to supervisor according to enterprise policies and customer service standards.
5 Operate and maintain coin dispensing equipment.	5.1 Operate coin dispensing equipment according to design function and manufacturer instructions. 5.2 Identify equipment faults promptly and correctly, and repair or report them according to individual scope of responsibility. 5.3 Dispense coins and receive and weigh them according to industry and enterprise procedures. 5.4 Handle cash according to enterprise security procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- basic accounting requirements for balancing cash receipts and payments
- problem-solving skills to resolve payout disputes and suspected security breaches and solve technical problems with machines
- literacy skills to read machine manuals and enterprise policies and procedures
- numeracy skills to provide correct change and payouts to customers and balance gaming floats.

The following knowledge must be assessed as part of this unit:

- range of gaming activities offered by the enterprise, including:
  - basic player rules and conditions
  - odds, win rates and return to players
  - collection of payments and winnings
  - promotions
- awareness of potential social and economic costs and benefits of gambling and their impact on gaming operations
- basic requirements of relevant state and territory legislation and relevant codes of practice, including:
  - general requirement for responsible provision of gambling services
  - general licence requirements
  - licensing requirements for gaming personnel (e.g. managers and employees, machine technicians, service consultants and machine managers, manufacturers and sales personnel)
  - penalties for non-compliance
- types, parts and basic functions of gaming machines, including:
  - credit and currency systems
  - software, menus and display screens and associated functions
  - terminology used
  - data retrieval systems
- enterprise security and safety procedures for gaming machines.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to use technical skills to operate gaming machines and provide effective customer service and advice
- awareness of security issues and compliance with security procedures in gaming operations
- compliance with responsible gaming legislation or requirements
- ability to apply terminology and knowledge of software and hardware correctly to gambling operations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped gaming venue, including:
  - gaming machines, which may include poker machines, approved amusement devices, slot machines, multi-terminal gaming machines, progressive or stand-alone machines, stand-alone games, linked machines and linked progressive jackpot systems
  - applicable header systems
  - replacement parts, maintenance tools and cleaning materials
  - coin dispensing equipment, and cash and coin buckets
  - cash distribution facility
- interaction with others to allow opportunities to respond to different customer service requirements and issues
- integration and management of multiple transactions and activities, including typical customer and equipment problems.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- direct observation of the candidate completing customer payouts, dealing with minor technical problems in gaming and coin dispensing machines and undertaking general gaming machine maintenance
- oral or written questions to assess knowledge of gaming legislation, codes of practices and enterprise procedures
- case studies or role-plays to demonstrate handling of payouts, illegal credits and security issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHGAM006A Provide responsible gambling services.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Games and gaming activities for

- gaming machines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

which ***advice is given*** may include:	• Totalisator Agency Board (TAB) • Keno • bingo • calcuttas and sweepstakes • lotteries • miscellaneous games of chance, such as raffles and trade competitions • lucky envelopes.
Promotional materials and information include brochures, flyers, signs and stickers, and advertisements in the media and may refer to:	• conduct and rules of games • responsible conduct of gaming • sources of assistance • enterprise rules and policies • promotional activities.
Gaming machines include:	• poker machines • approved amusement devices • slot machines • multi-terminal gaming machines • progressive and stand-alone gaming machines • stand-alone games • linked machines • linked progressive jackpot systems.
Simple machine repairs and maintenance may include:	• replacing globes • fixing coin diverter apparatus faults • unblocking coin jams • resolving frozen screens • resolving incorrect payouts • filling hoppers and clearing jams • replacing printer rolls and ribbons.
Payouts may include:	• cash • cheque • voucher.
Situations where ***payouts should***	• machine malfunctions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

be refused may include:	• illegal credit • player ineligibility.

Unit Sector(s)

Sector	Hospitality

Competency field

Competency field	Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM002A Operate a TAB outlet

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day TAB operations.

TAB refers to Totalisator Agency Board operations and may cover horseracing and betting on other sports according to state and territory practices.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit

This unit applies to all sectors of the hospitality industry that operate a TAB outlet including clubs, hotels and pubs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXFIN001A Process financial transactions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Set up a TAB outlet.	1.1 Turn on machines and log on.
	1.2 Extract and action messages from machines.
	1.3 Carry out ***opening procedures*** according to TAB guidelines and enterprise procedures.
	1.4 Set up Austext or Teletext facilities, ensuring pages and sub-pages are correctly displayed on a number of television sets.
	1.5 Check TAB environment for appropriate cleanliness, temperature and lighting.
2 Advise customers on TAB operations and regulations.	2.1 Advise customers on ***TAB procedures according to enterprise and regulatory requirements***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Operate the TAB betting machine.	3.1 Follow TAB operations and administration manuals correctly for paying and selling, cancellations and late cancellations, exchange of tickets, copy of tickets and reporting of lost and damaged tickets.
	3.2 Interpret error messages and take action to rectify errors ***according to enterprise and regulatory requirements***.
4 Perform TAB terminal accounting and security procedures.	4.1 Complete the end of shift balance according to enterprise procedures.
	4.2 Balance dockets for cash payments.
	4.3 Pay out winnings to customers accurately.
	4.4 Verify large payments according to enterprise procedures.
	4.5 Monitor security of cash and venue according to enterprise procedures.
	4.6 Observe customers and onlookers and note and report unusual practices promptly and accurately.
5 Monitor daily racing activities.	5.1 Obtain information on daily racing activities through appropriate sources, including television monitors, TAB terminal messages and information dispatched by TAB.
	5.2 Update wall lists promptly as new information is received.
6 Clean and maintain TAB equipment.	6.1 Clean machines according to TAB guidelines and OHS regulations.
	6.2 Make simple machine repairs with minimum disruption to customers and according to TAB specifications.
	6.3 Report unserviceable machines promptly to the TAB and take follow-up action to ensure breakdown is rectified.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic financial procedures in relation to TAB operations
- operation of Austext and Teletext
- safe work practices for cleaning, maintaining and operating a TAB outlet
- problem-solving skills to deal with discrepancies in balance and potential security issues, and to handle customer complaints on results
- literacy skills to read messages from TAB machine, the daily race list and form guides
- numeracy skills to perform end of shift balance.

The following knowledge must be assessed as part of this unit:

- basic rules and regulations of TAB
- compilation of various bet types
- different types of races
- requirements for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers
- enterprise security procedures and systems, including closed circuit television where applicable
- licensing and legislative requirements for gambling.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to operate a TAB outlet according to TAB procedures • compliance with responsible gambling legislation, codes of practice or requirements • awareness of security issues and compliance with security procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- processing a variety of bet types within realistic timeframes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using TAB facilities, terminals and equipment within a hotel, club or casino, including:
  - TAB stationery and form guides
  - replacement parts and cleaning materials for equipment
  - Austext and teletext facilities and television monitors
  - ticket bins
- interaction with others to allow opportunities to respond to different customer service requirements and issues
- integration and management of multiple transactions and activities, including typical customer and equipment problems.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of candidate processing bets or carrying out simple machine repairs and maintenance
- role-plays to demonstrate the provision of advice and information to customers on TAB
- oral or written questions to assess knowledge of TAB procedures, gaming legislation and enterprise procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM001A Attend gaming machines
- SITHGAM006A Provide responsible gambling services.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Opening procedures must include:

- daily form service
- posting TAB race lists
- restocking ticket bins and trays
- displaying form guides, race lists and sports lists
- programming odds monitors with the day's and night's meetings.

TAB procedures must include:

- the correct compilation of bet tickets for the various bet types, that may include:
  - win and place
  - quinella
  - double
  - daily double
  - trifecta
  - superfecta
  - all up
  - mystery bet

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

  - footy TAB
  - pick the margin
  - pick the result
  - sports bet
  - favourite number
  - quartet
- lodgement of forms
- display of race types, including horses, greyhound and harness and their results
- collection of winnings
- TAB telephone accounts
- fixed odds
- sports TAB.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM003A Conduct a Keno game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct a Keno game.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit

This unit applies to all sectors of the hospitality industry where Keno activities using online terminals are carried out, including clubs and casinos.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXFIN001A Process financial transactions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Advise customers on features of Keno.	1.1 Provide ***information*** to customers on the operation of ***Keno games***.
	1.2 Advise customers on ***Keno promotions*** where appropriate.
	1.3 Respond to customer complaints and queries courteously according to enterprise procedures.
2 Process bet types.	2.1 Identify and confirm verbal and standard entry bet types correctly.
	2.2 Process bet types according to designated procedures.
3 Pay out prizes.	3.1 Check tickets through the card reader, scanner or by serial number.
	3.2 Process cash and cheque payouts according to pre-set limits.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Perform cash and cheque transactions according to agency and system limits.
	3.4 Refer large payouts, bets, cash-ins and cash-outs to the appropriate person.
4 Cancel tickets.	4.1 Cancel tickets through the card reader or scanner, by serial number, or when not available, through arranging a claim for cancellation through ***appropriate measures*** according to enterprise procedures.
	4.2 Re-issue tickets where required according to enterprise procedures.
5 Operate General Functions.	5.1 Consider ***General Functions*** and use when necessary according to *authorised* ***limitations*** to assist the operator in cash high or cash low, disputes, signing on or signing off, balancing, ***maintenance*** and game information.
	5.2 Seek authorisation from the appropriate person where required.
6 Clean and maintain terminals.	6.1 Clean card readers regularly.
	6.2 Change new paper rolls and ribbons as appropriate.
	6.3 Identify maintenance *problems* promptly and take appropriate measures.
7 Monitor security of Keno operations.	7.1 Follow Keno rules according to enterprise and legislative requirements.
	7.2 Use the terminal disable function when appropriate.
	7.3 Handle and balance cash and float according to enterprise procedures.
	7.4 Where appropriate, call the Keno Hotline for assistance.
	7.5 Observe players and onlookers and note and report unusual practices accurately and promptly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- Keno operations and functions
- problem-solving skills to deal with disputes about prize schedules, payments and display of winning numbers
- literacy skills to read procedures and licensing requirements for Keno
- numeracy skills to balance float and cash.

The following knowledge must be assessed as part of this unit:

- general understanding of the gaming sector of the hospitality industry
- overview requirements of legislation applying to Keno games, including:

general licence requirements

  - licensing of repairers, service consultants and machine managers
  - general accounting requirements
  - penalties for non-compliance
- requirements for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers
- player rules of Keno and lotteries.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to operate Keno equipment within enterprise acceptable timeframe and according to procedures • compliance with responsible gambling legislation or requirements • awareness of security issues and compliance with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	security procedures • processing a variety of bet types, payouts and cancellations within realistic timeframes.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills using a Keno terminal, facilities and equipment, including online Keno terminal and display medium and Keno betting stationery • interaction with others to allow opportunities to respond to different customer service requirements and issues • integration and management of multiple transactions and activities including typical customer and equipment problems.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate processing a variety of bets • oral or written questions to assess knowledge of the Keno product, gaming legislation and enterprise procedures • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHGAM001A Attend gaming machines • SITHGAM006A Provide responsible gambling services.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information to be provided to customers must include:

- completion of entry forms
- verbal entries
- lodgement of forms
- bet types
- prize schedules
- player rules, conditions and limits
- display of winning numbers
- collection of payments
- explanation of receipt tickets.

Keno games may include:

- standard game
- Set Bets and Superplay
- Way Bets
- system bets
- Quick Pick
- Mystery Pick
- Heads or Tails.

Keno promotions may include:

- re-play numbers
- benefit selling
- awareness of and compliance with responsible gaming practices.

Appropriate measures to be taken in cases of cancellation of

- calling the Keno Hotline where applicable
- normal enterprise procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

tickets and maintenance problems may include:

General Functions include options to assist the operator in administrative and functional procedures, and may include:

- previous game results
- balancing procedures
- sign on or sign off
- cash high or cash low.

Limitations and responsibilities of operators may be:

- determined by individual enterprise policies.

Maintenance may include:

- checking paper feed
- resetting card reader.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM004B Analyse and report on gaming machine data

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to analyse and report on gaming machine operations.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit

This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. It relates to the gaming machine reports generated for management by operational staff. These tasks are generally undertaken by a senior gaming attendant or supervisor.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITXFIN001A Process financial transactions

SITHGAM001A Attend gaming machines.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Obtain gaming machine data.	1.1 Retrieve data from ***gaming machine and system*** using ***retrieval system*** in line with enterprise procedures and legislative requirements.
	1.2 Record ***data*** using correct methods and terminology according to enterprise procedures and legislative requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Analyse data.	2.1 Analyse data according to enterprise procedures and legislative requirements. 2.2 Perform cash flow analysis according to the correct mathematical equation, including analysis of metered information and cash data. 2.3 Identify variances and determine possible causes according to legislative requirements and enterprise procedures.
3 Prepare reports.	3.1 Prepare ***reports*** and present them to the appropriate person according to industry and enterprise standards and legislative requirements.
4 Minimise waste of printed materials.	4.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to identify variances in data analysis, determine reason and rectify problem
- literacy skills to compare data against key performance indicators and identify variances
- writing skills to complete reports on gaming machine data or outcomes
- numeracy skills to check and analyse data.

The following knowledge must be assessed as part of this unit:

- basic requirements of relevant state and territory legislation, including:
  - requirements for record keeping, analysing and reporting on the operation of gaming machines and subsidiary equipment
  - requirement for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- general licence requirements
- licensing of repairers, service consultants and machine managers
- general accounting requirements
- fees, taxes and levies
- mathematical design and reconciliation of all linked systems
- mathematical and analytical concepts relevant to gambling
- working knowledge of a computerised gaming machine program.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to analyse and report on gaming machine data accurately for a range of different games appropriate to industry sector and enterprise • awareness of security issues and compliance with security procedures • compliance with legislative and licensing requirements • demonstration of skills in analysing and reporting on gaming machine data for various gaming machines on multiple occasions.
Context of and specific resources for assessment	Assessment must ensure demonstration of skills using operational gaming machines and gaming equipment, including: • gaming machines, which may include poker machines, approved amusement devices, slot machines, multi-terminal gaming machines, progressive or stand-alone machines, stand-alone games, linked machines and linked progressive jackpot systems • applicable header systems • data retrieval system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- gaming machine reporting software.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of reports and gaming data analysis completed by candidate
- oral or written questions to assess knowledge of gaming legislation and enterprise procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHGAM005A Develop and manage gaming activities

SITHGAM006A Provide responsible gambling services.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Gaming machines and systems include:

- stand-alone gaming machines
- stand-alone progressive jackpot machines
- multi-terminal machines
- linked progressive systems, including:
  - bonus (random) link systems
  - combination dependent systems
  - progressive and stand-alone jackpot systems where appropriate
  - inter-venue progressive jackpot link systems
  - hyperlink
- player loyalty systems
- data retrieval systems.

Retrieval systems may be:

- manual
- electronic
- accounting, including header and venue-specific
- promotional.

Data includes:

- gross results of a gaming machine's operation, including meter readings and their increments
- operational data of a gaming machine, including clearances, payouts and hopper weigh amounts
- cash flow, including machine specifications and linked progressive jackpot configurations.

Reports include:

- paper-based or electronically transmitted materials
- cash flow analysis
- net revenue analysis and profit variance
- meter comparison report
- history reports, including net revenue analysis and profit variance
- stand-alone progressive and link-progressive jackpot system reconciliations
- reports to enterprise management
- profit reports and declarations
- duty calculations and returns.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM005A Develop and manage gaming activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and manage gaming activities in a range of hospitality establishments. It deals with all types of gaming activities, including gaming machines, TAB and Keno. It does not cover table games.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit

This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. Gaming supervisors or managers generally undertake this role.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHGAM001A Attend gaming machines

SITHGAM004B Analyse and report on gaming machine data

SITXFIN001A Process financial transactions.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop gaming activities.	1.1 Research gaming requirements taking into consideration customer preferences, budget, location and needs of the organisation.
	1.2 ***Source***, identify and access information on potential ***gaming activities*** and products.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select gaming products that are suitable for the venue and purpose.
	1.4 Select and establish policies, ***systems*** and procedures regarding the operation of selected gaming activities and monitor their implementation according to enterprise, venue policy and legislative requirements.
	1.5 Investigate relevant computer applications for gaming and set up and implement appropriate systems and records.
	1.6 Research, plan and set up data systems for safety, security and accounting purposes and put monitoring procedures in place.
	1.7 Establish resource requirements, including staffing, ***furniture***, ***equipment***, ***fittings*** and training.
2 Develop and maintain a gaming venue.	2.1 Design an overall plan for the gaming floor according to venue capability and restrictions.
	2.2 Analyse and select appropriate furniture, machines, equipment and fittings.
	2.3 Analyse appropriate systems where required.
`	2.4 Plan pre-installation, including staffing and training, and location and operation of equipment and service design.
	2.5 Negotiate terms for appropriate equipment and fittings to achieve agreed budget and requirements.
	2.6 ***Procure and install*** furniture, equipment and fittings.
	2.7 Check and monitor the gaming location for effective and efficient operation and modify if required.
3 Monitor gaming activities.	3.1 Summarise and analyse gaming data and prepare recommendations.
	3.2 Develop reports on gaming activities and submit them to appropriate personnel to achieve desired results.
	3.3 Analyse problems in gaming operations and develop strategies to rectify them.
	3.4 Match data against key performance indicators and benchmarks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.5 Implement changes in gaming operations to achieve enhanced performance.
4 Develop promotional activities for gaming.	4.1 Conduct research to determine ***promotional activities*** suitable for the location.
	4.2 ***Formulate specific promotional strategies*** for gaming.
	4.3 Develop appropriate action plans and evaluation mechanisms for promotional activities.
5 Organise and monitor security for gaming location.	5.1 Develop, implement and monitor security policies and procedures specific to gaming activities.
	5.2 Ensure that ***security policies and procedures*** adhere to legislative requirements, and confidentiality and privacy provisions.
	5.3 Ensure that appropriate security personnel are employed and trained.
6 Ensure compliance with enterprise policy, legal obligations and codes of practice for a gaming location.	6.1 Identify relevant legal obligations and requirements in respect to gaming activities and gaming locations and ensure compliance.
	6.2 Ensure that relevant ***information and signage*** on enterprise gaming activities and responsible gambling policies are available for customers and employees.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- management skills, including:
  - time management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- communication and negotiation skills
- staff management
- problem-solving skills to deal with discrepancies in accounts and cash balance, and issues or breaches in security
- literacy skills to research information on gaming activities and security issues
- writing skills to write promotional texts
- numeracy skills to calculate return on gaming activities and understand probability theory.

The following knowledge must be assessed as part of this unit:

current gaming environment and market in which the enterprise operates

sources of information on gaming products

current gaming technology and systems

gaming psychology in relation to the development, promotion and management of gaming activities

ethics of gaming related to the operation of a gaming venue, including duty of care

typical gaming reporting formats and procedures

gaming and probability theory as it relates to the operation of a gaming venue

purpose and requirements of:

federal, and state or territory legislation relating to gaming

relevant codes of conduct in relation to gaming and betting and responsible conduct of gambling

roles and requirements of other authorities in relation to gaming

taxation structures for gaming activities.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency	• project or work activities that allow the candidate to plan furniture, equipment and fittings for a specific gaming location • project or work activities conducted over a period of time so that the candidate can meet the monitoring and implementation aspects of the unit • comprehensive knowledge of gaming products and associated promotional and operational strategies • knowledge of current gaming legislation and regulations.
Context of and specific resources for assessment	Assessment must ensure interaction with suppliers and promoters of gaming products.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of plans and promotional strategies developed by the candidate for a particular gaming location • review of promotional materials and strategies developed by the candidate • case studies to assess ability to apply knowledge to the development and management of gaming activities for specific workplace situations • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITXGLC001A Develop and update legal knowledge required for business compliance. (Please note that SITXGLC001A must be contextualised to gaming and the particular sector when used in conjunction with SITHGAM005A and other gaming units of competency.)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of information on gaming activities and products may include:	• media • product brochures • computer data, including internet • personal observations and experience • regulatory authorities.
Gaming activities and systems do not include table games, but do include:	• Keno • Totalisator Agency Board (TAB) • electronic gaming machines • multi-terminal gaming machines (MTGMs) • linked progressive jackpot systems • internet gaming • sports betting.
Systems may include:	• linked progressive jackpot systems, including random and combination-specific jackpots • cashcades • central monitoring

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- data retrieval and promotion systems
- membership reward systems
- communication.

Furniture**, **equipment and fittings for a gaming location may include:

- power
- cabling
- security systems
- lighting and signage
- change machines
- seating
- consideration of player comfort and services, such as accessibility to information and assistance.

Procure and install must include consideration of:

- noise levels
- accessibility
- traffic and work flow
- customers
- gaming preferences
- decor
- theming
- player comfort
- legislative requirements.

Promotional activities may include:

- player reward systems
- member reward systems
- cross-promotional activities with other operational areas
- promotional events.

Considerations when ***formulating specific promotional strategies*** must include:

- legislative requirements
- budgets
- geography
- demographics
- responsible gaming
- themes
- player loyalty
- industry trends.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Security policies and procedures relevant to gaming activities may include:	• key access and control systems • specialist security activities • closed-circuit television monitoring • security clearance procedures, including security checks of staff and players • investigation into discrepancies in reports and accounts • cash control.
Information and signage on gaming activities to be provided may include:	• enterprise policy and mission statement on responsible gambling • available problem gambling support services • relevant enterprise information on odds, win rates or return rates to player • available games and game rules • complaints resolution processes • hours of gambling services • exclusion provisions.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM006A Provide responsible gambling services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling.

The unit also relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include responsible conduct of gambling (RCG) and responsible service of gaming or responsible service of gambling (RSG).

Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine accreditation arrangements for courses, trainers and assessors.

Under differing state and territory legislation this is a required certification unit only for certain nominated personnel operating in licensed gambling premises.

The requirement to ensure compliance with enterprise policies, legal obligations and codes of practice for gambling venues is not covered by this unit but may be found in SITHGAM005A Develop and manage gaming activities.

Application of the Unit

Application of the unit

Responsible gambling services must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Gambling is defined as the staking of money on uncertain events driven by chance. The major forms of gambling are wagering (racing and sport) and gaming (gaming machines, table games, Keno and lotteries). Both forms of gambling are relevant to the hospitality industry.

Hospitality venues operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They also cover the full range of gaming activities, including the operation of gaming machines, table games, Keno and lotteries.

The responsible provision of gambling services is an essential underpinning skill for any level of hospitality personnel involved in the sale and service of gambling activities in licensed premises, including the licencee, gaming supervisors and gaming managers when involved in operational gambling activities.

The unit applies equally to frontline operational gambling personnel who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and industry and regulatory authority codes of conduct.

Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide responsible service of gambling.	1.1 Follow ***responsible gambling service procedures*** according to relevant ***state and territory legislation and industry and enterprise policy*** or codes of conduct. 1.2 Communicate with appropriate personnel on *gambling-related incidents or situations* and compliance with legislation and industry and enterprise policy. 1.3 Maintain accurate records of ***gambling-related incidents*** and associated staff action, according to industry and enterprise policy and procedures. 1.4 Ensure ***gambling environmental features*** support responsible gambling policies.
2 Provide information and assistance to	2.1 Provide accurate and appropriate ***information*** on ***problem gambling*** to customers on request.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
customers about problem gambling.	2.2 Follow ***procedures*** for ***self-exclusion and exclusion*** requests according to legislation, industry and enterprise policy and confidentiality and privacy requirements. 2.3 Display ***signage and information*** related to responsible gambling in appropriate places visible to players, according to industry, enterprise and legislative requirements. 2.4 Provide information on available support services according to confidentiality and privacy requirements, and industry, enterprise and legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- appropriate communication and interpersonal skills for dealing with customers identifying problems with gambling and requesting self-exclusion
- literacy skills to read and interpret documents, such as problem gambling signage, general information and brochures; industry or regulatory codes of conduct; in-house policies and procedures; and general plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities
- numeracy skills to explain chances of winning and probability as they relate to the gambling activities of the enterprise.

The following knowledge must be assessed as part of this unit:

- profile of gambling industry, including size and economic benefits of gambling
- reasons for and personal impacts of gambling problems
- public interest reasons for implementation of responsible service of gambling practices, including:
  - government and community concerns with problem gambling
  - economic costs of problem gambling
- principles of harm minimisation, and strategies to reduce the harm associated with problem gambling
- indicators of problem gambling, and understanding that indicators are not always overt

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

and that assumptions cannot be made until customer indicates a problem and requests assistance

- roles of government, industry and the enterprise in providing responsible gambling services; broad working knowledge of the requirements of relevant state and territory legislation; and regulatory, industry and enterprise codes of conduct
- working knowledge of enterprise responsible gambling service procedures, especially self-exclusion and exclusion procedures; and the role of individual staff members, supervisors and managers in providing responsible gambling services
- working knowledge of the contents of problem gambling information provided by the enterprise
- available counselling services and referral procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • working knowledge and understanding of current legislation and industry and enterprise policies and procedures in relation to responsible service of gambling and the ramifications for the enterprise of non-compliance • knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services • ability to deal with requests for exclusion or counselling services tactfully and according to enterprise procedures • project or work activities that show candidate's ability to provide responsible gambling services in a range different gambling-related situations to ensure consistency in the application of procedures.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- activities that allow the candidate to demonstrate the application of knowledge to specific responsible gambling service situations, which might include interaction with others to demonstrate appropriate communication skills
- access to current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements
- access to industry and enterprise codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide responsible gambling services. The following examples are appropriate for this unit:

- direct observation of the candidate providing information to customers
- role-play to demonstrate appropriate interpersonal skills
- case studies or problem-solving to assess the application of knowledge to various problem-gambling situations and contexts
- oral or written questions to assess knowledge of gaming legislation, codes of practice and industry and enterprise procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

This unit underpins effective performance in a range of gaming activities and so holistic assessment with other gaming units relevant to the industry sector, workplace and job role is strongly recommended, including:

- SITHGAM001A Attend gaming machines
- SITHGAM002A Operate a TAB outlet
- SITHGAM003A Conduct a Keno game
- SITHGAM005A Develop and manage gaming activities.

However, determining competency for this unit must focus on the understanding and implementation of responsible

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	provision of gambling services which meets the requirements of state and territory legislation.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Responsible gambling service procedures may relate to:	• provision of gambling-related information, brochures and signage • posting of signage in appropriate locations • self-exclusion and exclusion procedures • provision of appropriate environmental features • responsible practices, such as offering a cooling off period or payment of large sums by cheque.
State and territory legislation and industry and enterprise policy refer to:	• relevant state and territory gaming legislation and regulations • relevant state and territory licensing authority regulations and policies • industry codes of practice • house policies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Gambling-related incidents include:

- requests for exclusion or assistance
- under-age gambling
- refusal of credit
- disputes or complaints
- involvement of families and friends
- impact of alcohol
- attempts to breach exclusion.

Gambling may include:

- wagering on racing and sport events, including:
  - TAB activities
  - calcuttas and sweepstakes
- gaming, including:
  - electronic gaming machines
  - poker machines
  - linked progressive jackpot systems
  - Keno and lottery games
  - table games
  - miscellaneous games of chance
  - bingo
  - lucky envelopes
  - multi-terminal gaming machines (MTGMs).

Gambling environmental features include:

- provision and placement of signage
- lighting and availability of natural light
- provision and placements clocks
- placement of automatic teller machines (ATMs)
- strategies to indicate the passage of time
- strategies to encourage breaks in play
- advertising and promotional materials and activities
- positioning of machines, change machines and equipment.

Information on problem gambling may include:

- availability of counselling services
- availability of self-exclusion programs
- availability of responsible gambling pamphlets.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Problem gambling may involve:	• gambling more money than the player can afford • gambling that makes the home life of the player unhappy • feelings of remorse after gambling • bills that cannot be paid by the player due to excessive gambling • borrowing money to gamble • trying to win back gambling losses • gambling to escape worry or personal problems • changes in sleeping or eating habits due to gambling • committing illegal acts or considering these to finance gambling • considering self-harm as a result of gambling.
Procedures for self-exclusion and exclusion may involve:	• referral to a colleague, supervisor or manager according to scope of responsibility • initiating exclusion processes when requested by customer • referral to counsellors or support services.
Self-exclusion and exclusion may relate to:	• customer identifying a problem with gambling and requesting to be barred from gaming or to have access limited (self-exclusion) • venue exclusion • third-party exclusion.
Signage and information to be displayed may cover:	• chances of winning and probability • problem gambling • self-exclusion and exclusion • available counselling services • house policy • industry code of conduct for responsible gambling services • venue code of conduct • responsible gambling initiatives.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM007A Operate table games

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate a range of table games in a licensed casino. It requires the ability to open, close and operate the table game by selecting and setting up appropriate equipment, handle chips effectively, reconcile the chip float, monitor the game for irregularities and suspicious play, and work safely and according to enterprise-specific procedures and approved rules of the game.

It does not cover the operation and application of rules for specific table games which are covered by a range of specialised units e.g. SITHGAM008A Deal a Baccarat game or SITHGAM009A Conduct a Big Wheel game.

Those developing training to support this unit must consult the relevant state or territory gaming licensing authority or regulator to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation this is a required occupational licensing unit for those personnel operating in licensed casinos who are required to hold a gaming licence to conduct table games.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of table games operated in the gaming area of licensed casinos. Games vary and have different rules but the skills and knowledge required to operate the table for any style of game are covered in this unit.

The unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy and under some supervision and guidance from others. They

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

would operate within the predefined organisational procedures and rules approved by the regulatory authority responsible for licensing the casino. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Open the table for the game.	1.1 Attach drop box to table and place ***general table game equipment*** on table. 1.2 Select and correctly place approved equipment for particular ***table game*** on table. 1.3 Open and balance ***chip float*** according to approved documentation and enterprise procedures. 1.4 Identify and report variances in chip float.
2 Handle chips efficiently and effectively.	2.1 Correctly handle ***chips*** throughout the operation of the table game according to chip work procedures for clean hands, drop cutting, heeling, sizing, plucking, pencilling and spreading, sorting, stacking and creating dirty stacks. 2.2 Use correct chip and stack values when accepting wagers and paying winnings. 2.3 Maintain chip float in an orderly manner throughout the operation of table game.
3 Deal with gaming irregularities.	3.1 Monitor table gaming activities, identify and deal with irregularities or non-compliance according to enterprise procedures and approved rules of the game. 3.2 Recognise emergency and potential emergency situations promptly, and determine and take required actions within scope of individual responsibility and according to security procedures.
4 Monitor gaming activities for suspicious play.	4.1 Monitor customer gaming activities and watch for indicators of suspicious play according to enterprise procedures. 4.2 Follow enterprise procedures and approved rules for handling instances of suspicious play. 4.3 Maintain the integrity of the game according to approved rules of the game.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
5 Work at the table safely.	5.1 Maintain correct posture and stance at the gaming table throughout operation to avoid injury. 5.2 Use correct stretches and exercises at appropriate times according to enterprise OHS requirements.
6 Close the game.	6.1 Notify table closure according to approved enterprise rules and procedures. 6.2 Reconcile chip float and document the count according to enterprise procedures. 6.3 Account for and secure all table gaming equipment according to approved procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret specific enterprise procedures and approved rules associated with the operation of table games and plain English regulatory documents issued by state or territory gaming regulatory authority
- critical thinking skills to allow for a rational and logical evaluation of player behaviour in order to identify suspicious play
- numeracy skills to count, reconcile and document the chip float.

The following knowledge must be assessed as part of this unit:

- roles of government, industry and enterprise in regulating the operation of table game activities within casinos
- broad and working knowledge of relevant state or territory legislative requirements associated with the operation of gaming tables, especially licensing provisions
- working knowledge of regulatory, industry and enterprise codes of conduct and rules approved for use by the enterprise
- compliance responsibilities of the individual operator and effects of non-compliance with regulatory and enterprise requirements
- compliance roles of others within the enterprise

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- working knowledge of enterprise's responsible gambling service procedures, especially self-exclusion and exclusion procedures and the role of individual staff members, supervisors and managers in providing responsible gambling services
- working knowledge of the contents of problem gambling and counselling information provided by the enterprise
- basic history of the gaming industry and casinos as it relates to today's operation
- broad knowledge of different types of equipment used in particular table games operated by the enterprise
- values of different types of chips used by the enterprise
- values of stacked chips
- specific enterprise procedures and approved rules for:
  - reconciling and documenting chip float at opening and closure of the game
  - dealing with gaming irregularities and non-compliance issues
  - handling instances of suspicious play
  - game protection
  - security measures for handling emergencies
  - securing all table gaming equipment
  - table closure
- indicators of suspicious play
- causes of manual handling injuries associated with working at gaming tables
- stretches and exercises used to avoid manual handling injuries
- enterprise OHS requirements for working at gaming tables and undertaking exercises at appropriate times.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to open, close and operate table games by selecting and setting up equipment for games, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- compliance with enterprise procedures and approved rules for the operation of table games, especially those covering game protection and security issues
- operation of table games on multiple occasions to ensure consistency of performance
- operation of table game activities across multiple game types to ensure that skills can be efficiently applied to different games
- operation of table game activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- operation of table games within a fully equipped table gaming environment using gaming tables, associated equipment and gaming chips
- use of current plain English regulatory documents distributed by the local gaming regulatory authority and codes of conduct issued by regulatory authorities or industry groups
- access to current enterprise procedures and approved rules for the operation of table games
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which table games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to operate table games. The following examples are appropriate for this unit:

- direct observation of the candidate setting up, operating and closing down table games
- evaluation of chip handling and counting exercises
- role-plays and problem-solving activities to test reaction to gaming irregularities and suspicious play incidents
- written and oral questioning or interview to test knowledge of legislative requirements, contents of enterprise procedures and approved rules, and roles and responsibilities of various staff members in gaming compliance practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXOHS001B Follow health, safety and security procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

General table game equipment may include:

- layout
- plunger
- float tray and cover
- chips.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Table game may include:	• Baccarat • Big Wheel • Blackjack • Poker • Pontoon • Rapid Roulette • Roulette • Sic Bo.
Chip float and ***chips*** may include:	• cash and value chips • non-value chips • premium chips • non-negotiable chips • promotional tokens.

Unit Sector(s)

Sector	Hospitality

Competency field

Co-requisite units	Assessment with the following co-requisite units of competency, unless previously completed, is required: • 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.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM008A Deal a Baccarat game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deal the game of Baccarat in a licensed casino. It requires the ability to sort, inspect and shuffle cards, deal the game, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual or occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Baccarat must be dealt according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory regulatory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Shuffle and cut cards for the game of Baccarat.	1.1 Check that ***specific equipment*** required and approved to operate the game of Baccarat is correctly positioned on the table. 1.2 Sort, inspect and introduce cards into the game according to approved rules of the game. 1.3 Shuffle cards according to approved rules for the game of Baccarat and ***variations to Baccarat shuffles***. 1.4 Cut cards according to approved rules of the game.
2 Deal the game of Baccarat.	2.1 Make verbal announcements using terms commonly used in Baccarat and use hand signals according to approved rules of the game. 2.2 Deal cards according to approved rules for the game of Baccarat and ***variations to Baccarat***. 2.3 Deal game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
3 Accept wagers and pay winnings.	3.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Baccarat wagers***. 3.2 Determine winning and losing wagers within the rules of the game. 3.3 Pay winnings to the player and witness them according to enterprise procedures. 3.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- ability to sort, shuffle, cut and deal cards efficiently
- ability to operate equipment used to assist in sorting and shuffling cards
- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Baccarat; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to count the dealing of cards and calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

in-depth knowledge of the specific equipment used to operate a game of Baccarat

- full range of terms commonly used in the game of Baccarat
- in-depth knowledge of the standard approved rules for the game of Baccarat
- in-depth knowledge of permitted variations to the rules for the game of Baccarat

specific enterprise procedures and approved rules for:

  - operating the game of Baccarat
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- ability to sort, inspect and shuffle cards, deal Baccarat games, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game
- knowledge of the rules of Baccarat, permitted variations and enterprise-specific procedures
- operation of the game of Baccarat on multiple occasions to ensure consistent, accurate and efficient application of the rules when dealing the game and determining winning and losing wagers
- accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- operation of Baccarat games within a fully equipped table gaming environment using gaming tables, associated Baccarat equipment, gaming chips and cash
- use of documentation that relates to processing financial transactions
- access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Baccarat
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which Baccarat games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to deal Baccarat games. The following examples are appropriate for this unit:

- direct observation of the candidate dealing the game, accepting wagers, paying winnings and processing other financial transactions
- oral or written exercises to test ability to process a variety of wagers consistently and accurately
- evaluation of financial documentation completed by the candidate
- role-plays to demonstrate the verbal announcements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	and hand signals required for operating Baccarat games • written and oral questioning or interview to test knowledge of enterprise procedures and approved Baccarat rules and permitted variations • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games) SITXCOM001A Work with colleagues and customers SITXFIN001A Process financial transactions.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate	• card discard rack • card shoe or dealing device

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Baccarat may include:	• cards • cutting cards • shuffling machine • banker and player markers • pallet • signage, including limits, advice to players and notification of table closure.
Variations to Baccarat shuffles may involve:	• variations to standard Baccarat shuffles as approved by the state or territory regulatory authority.
Variations to Baccarat may involve:	• variations to standard Baccarat rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.
Variations to Baccarat wagers may include:	• variations to standard Baccarat wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • jackpot wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Co-requisite units

Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025

SITHGAM009A Conduct a Big Wheel game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the game of Big Wheel in a licensed casino. It requires the ability to operate the Big Wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual and occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Big Wheel must be conducted according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

regulatory authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct the game of Big Wheel.	1.1 Check that ***specific equipment*** required and approved to operate the game of Big Wheel is correctly positioned on the table.
	1.2 Make verbal announcements using terms commonly used in Big Wheel and use hand signals according to approved rules of the game.
	1.3 Spin the wheel according to approved rules for the game of Big Wheel and ***variations to Big Wheel***.
	1.4 Operate the Big Wheel equipment according to design functions and manufacturer instructions.
	1.5 Operate game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
2 Accept wagers and pay winnings.	2.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Big Wheel wagers***.
	2.2 Determine winning and losing wagers within rules of the game.
	2.3 Pay winnings to the player and witness them according to enterprise procedures.
	2.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to operate the Big Wheel efficiently

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Big Wheel; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

in-depth knowledge of the specific equipment used to operate a game of Big Wheel

- full range of terms commonly used in the game of Big Wheel
- in-depth knowledge of the standard approved rules for the game of Big Wheel
- in-depth knowledge of permitted variations to the rules for the game of Big Wheel
- specific enterprise procedures and approved rules for:
- operating the game of Big Wheel
- accepting wagers
- refusing wagers
- paying winnings
- conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to operate the Big Wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Big Wheel, permitted variations and enterprise-specific procedures • operation of the game of Big Wheel on multiple occasions to ensure consistent, accurate and efficient application of the rules when conducting the game and determining winning and losing wagers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- operation of Big Wheel games within a fully equipped table gaming environment using gaming tables, associated Big Wheel equipment, gaming chips and cash
- use of documentation that relates to processing financial transactions
- access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Big Wheel
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which Big Wheel games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to conduct Big Wheel games. The following examples are appropriate for this unit:

- direct observation of the candidate conducting the game, accepting wagers, paying winnings and processing other financial transactions
- oral or written exercises to test ability to process a variety of wagers consistently and accurately
- evaluation of financial documentation completed by the candidate
- role-plays to demonstrate the verbal announcements and hand signals required for operating Big Wheel games
- written and oral questioning or interview to test knowledge of enterprise procedures and approved Big Wheel rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: • SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games) • SITXCOM001A Work with colleagues and customers • SITXFIN001A Process financial transactions.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate Big Wheel may include:	• the wheel • change block or diving board • electronic results key pad and associated equipment • signage, including limits, advice to players and notification of table closure.
Variations to Big Wheel may involve:	• variations to standard Big Wheel rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Variations to Big Wheel wagers may include:	• variations to standard Big Wheel wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector	Hospitality

Competency field

Co-requisite units	Assessment with the following co-requisite unit of competency, unless previously completed, is required: SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM010A Deal a Blackjack game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deal the game of Blackjack in a licensed casino. It requires the ability to sort, inspect and shuffle cards, deal the game, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual or occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Blackjack must be dealt according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory regulatory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Shuffle and cut cards for the game of Blackjack.	1.1 Check that ***specific equipment*** required and approved to operate the game of Blackjack is correctly positioned on the table. 1.2 Sort, inspect and introduce cards into the game according to approved rules of the game. 1.3 Shuffle cards according to approved rules for the game of Blackjack and ***variations to Blackjack shuffles***. 1.4 Cut cards according to approved rules of the game.
2 Deal the game of Blackjack.	2.1 Make verbal announcements using terms commonly used in Blackjack and use hand signals according to approved rules of the game. 2.2 Deal cards according to approved rules for the game of Blackjack and ***variations to Blackjack***. 2.3 Deal game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
3 Accept wagers and pay winnings.	3.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Blackjack wagers***. 3.2 Determine winning and losing wagers within the rules of the game. 3.3 Pay winnings to the player and witness them according to enterprise procedures. 3.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to sort, shuffle, cut and deal cards efficiently
- ability to operate equipment used to assist in sorting and shuffling cards
- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Blackjack; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to count the dealing of cards and calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the specific equipment used to operate a game of Blackjack
- full range of terms commonly used in the game of Blackjack
- in-depth knowledge of the standard approved rules for the game of Blackjack
- in-depth knowledge of permitted variations to the rules for the game of Blackjack
- specific enterprise procedures and approved rules for:
  - operating the game of Blackjack
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit	• ability to sort, inspect and shuffle cards, deal Blackjack games, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Blackjack, permitted variations and enterprise-specific procedures • operation of the game of Blackjack on multiple occasions to ensure consistent, accurate and efficient application of the rules when dealing the game and determining winning and losing wagers • accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure: • operation of Blackjack games within a fully equipped table gaming environment using gaming tables, associated Blackjack equipment, gaming chips and cash • use of documentation that relates to processing financial transactions • access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Blackjack • interaction with table games supervisors • interaction with customer groups of a size and nature that reflect the commercial casino environment in which Blackjack games are operated.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to deal Blackjack games. The following examples are appropriate for this unit: • direct observation of the candidate dealing the game, accepting wagers, paying winnings and processing other financial transactions • oral or written exercises to test ability to process a variety of wagers consistently and accurately • evaluation of financial documentation completed by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- role-plays to demonstrate the verbal announcements and hand signals required for operating Blackjack games
- written and oral questioning or interview to test knowledge of enterprise procedures and approved Blackjack rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)

SITXCOM001A Work with colleagues and customers

SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate

- card discard rack

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Blackjack may include:	• card shoe or dealing device • cards • cutting cards • shuffling machine • signage, including limits, advice to players and notification of table closure.
Variations to Blackjack shuffles may involve:	• variations to standard Blackjack shuffles as approved by the state or territory regulatory authority.
Variations to Blackjack may involve:	• variations to standard Blackjack rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.
Variations to Blackjack wagers may include:	• variations to standard Blackjack wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • jackpot wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Co-requisite units

Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025

SITHGAM011A Deal a Poker game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deal the game of Poker in a licensed casino. It requires the ability to sort, inspect and shuffle cards, deal the game, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual or occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Poker must be dealt according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory regulatory authority

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Shuffle and cut cards for the game of Poker.	1.1 Check that ***specific equipment*** required and approved to operate the game of Poker is correctly positioned on the table. 1.2 Sort, inspect and introduce cards into the game according to approved rules of the game. 1.3 Shuffle cards according to approved rules for the game of Poker and ***variations to Poker shuffles***. 1.4 Cut cards according to approved rules of the game.
2 Deal the game of Poker.	2.1 Make verbal announcements using terms commonly used in Poker and use hand signals according to approved rules of the game. 2.2 Deal cards according to approved rules of the game of Poker and ***variations to Poker***. 2.3 Deal game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
3 Accept wagers and pay winnings.	3.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Poker wagers***. 3.2 Determine winning and losing wagers within the rules of the game. 3.3 Pay winnings to the player and witness them according to enterprise procedures. 3.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to sort, shuffle, cut and deal cards efficiently
- ability to operate equipment used to assist in sorting and shuffling cards
- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Poker; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to count the dealing of cards and calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the specific equipment used to operate a game of Poker
- full range of terms commonly used in the variety of Poker games operated by the organisation
- in-depth knowledge of the local standard approved rules for the variety of Poker games operated by the organisation
- in-depth knowledge of permitted variations to the rules for the games of Poker
- specific enterprise procedures and approved rules for:
  - operating the game of Poker
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to sort, inspect and shuffle cards, deal Poker games, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game
- knowledge of the rules of Poker for the varieties operated by the organisation, permitted variations and enterprise-specific procedures
- operation of the game of Poker on multiple occasions to ensure consistent, accurate and efficient application of the rules when dealing the game and determining winning and losing wagers
- accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- operation of Poker games within a fully equipped table gaming environment using gaming tables, associated Poker equipment, gaming chips and cash
- use of documentation that relates to processing financial transactions
- access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Poker
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which Poker games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to deal Poker games. The following examples are appropriate for this unit:

- direct observation of the candidate dealing the game, accepting wagers, paying winnings and processing other financial transactions
- oral or written exercises to test ability to process a variety of wagers consistently and accurately

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- evaluation of financial documentation completed by the candidate
- role-plays to demonstrate the verbal announcements and hand signals required for operating Poker games
- written and oral questioning or interview to test knowledge of enterprise procedures and approved Poker rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXCOM001A Work with colleagues and customers
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate

- card discard rack

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Poker may include:	• card shoe or dealing device • cards • cutting cards • shuffling machine • player puck • signage, including limits, advice to players and notification of table closure.
Variations to Poker shuffles may involve:	• variations to standard Poker shuffles as approved by the state or territory regulatory authority.

Variations to Poker may involve:	• variations to standard Poker rules as approved by the state or territory regulatory authority
	• different varieties of Poker, such as:
	  • Seven Card Stud
	  • Three Card Manilla
	  • Omaha
	  • Five Card
	  • Texas Hold'em
	• variations to the name of the games as approved by the state or territory regulatory authority.

Variations to Poker wagers may include:	• variations to standard Poker wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • pot settlement • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Co-requisite units Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM012A Deal a Pontoon game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deal the game of Pontoon in a licensed casino. It requires the ability to sort, inspect and shuffle cards, deal the game, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual or occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Pontoon must be dealt according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory regulatory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Shuffle and cut cards for the game of Pontoon.	1.1 Check that ***specific equipment*** required and approved to operate the game of Pontoon is correctly positioned on the table. 1.2 Sort, inspect and introduce cards into the game according to approved rules of the game. 1.3 Shuffle cards according to approved rules for the game of Pontoon and ***variations to Pontoon shuffles***. 1.4 Cut cards according to approved rules of the game.
2 Deal the game of Pontoon.	2.1 Make verbal announcements using terms commonly used in Pontoon and use hand signals according to approved rules of the game. 2.2 Deal cards according to approved rules for the game of Pontoon and ***variations to Pontoon***. 2.3 Deal game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
3 Accept wagers and pay winnings.	3.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Pontoon wagers***. 3.2 Determine winning and losing wagers within the rules of the game. 3.3 Pay winnings to the player and witness them according to enterprise procedures. 3.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- ability to sort, shuffle, cut and deal cards efficiently
- ability to operate equipment used to assist in sorting and shuffling cards
- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Pontoon; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to count the dealing of cards and calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

in-depth knowledge of the specific equipment used to operate a game of Pontoon

- full range of terms commonly used in the game of Pontoon
- in-depth knowledge of the standard approved rules for the game of Pontoon
- in-depth knowledge of permitted variations to the rules for the game of Pontoon

specific enterprise procedures and approved rules for:

  - operating the game of Pontoon
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to sort, inspect and shuffle cards, deal Pontoon

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency in this unit	games, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Pontoon, permitted variations and enterprise-specific procedures • operation of the game of Pontoon on multiple occasions to ensure consistent, accurate and efficient application of the rules when dealing the game and determining winning and losing wagers • accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure: • operation of Pontoon games within a fully equipped table gaming environment using gaming tables, associated Pontoon equipment, gaming chips and cash • use of documentation that relates to processing financial transactions • access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Pontoon • interaction with table games supervisors • interaction with customer groups of a size and nature that reflect the commercial casino environment in which Pontoon games are operated.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to deal Pontoon games. The following examples are appropriate for this unit: • direct observation of the candidate dealing the game, accepting wagers, paying winnings and processing other financial transactions • oral or written exercises to test ability to process of a variety of wagers consistently and accurately • evaluation of financial documentation completed by the candidate • role-plays to demonstrate the verbal announcements and hand signals required for operating Pontoon games

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- written and oral questioning or interview to test knowledge of enterprise procedures and approved Pontoon rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXCOM001A Work with colleagues and customers
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate Pontoon may include:

- card discard rack
- card shoe or dealing device
- cards
- cutting cards

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• shuffling machine • table markers • signage, including limits, advice to players and notification of table closure.
Variations to Pontoon shuffles may involve:	• variations to standard Pontoon shuffles as approved by the state or territory regulatory authority.
Variations to Pontoon may involve:	• variations to standard Pontoon rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.
Variations to Pontoon wagers may include:	• variations to standard Pontoon wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • jackpot wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Co-requisite units

Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025

SITHGAM013A Conduct a Rapid Roulette game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the game of Rapid Roulette in a licensed casino. It requires the ability to operate the Rapid Roulette wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual and occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Rapid Roulette must be conducted according to approved rules of the game. These rules and organisational procedures are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

determined by the casino and approved by the state or territory regulatory authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct the game of Rapid Roulette.	1.1 Check that ***specific equipment*** required and approved to operate the game of Rapid Roulette is correctly positioned on the table. 1.2 Make verbal announcements using terms commonly used in Rapid Roulette and use hand signals according to approved rules of the game. 1.3 Spin the wheel according to approved rules for the game of Rapid Roulette and ***variations to Rapid Roulette***. 1.4 Operate the Rapid Roulette equipment according to design functions and manufacturer instructions. 1.5 Operate game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
2 Accept wagers and pay winnings.	2.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Rapid Roulette wagers***. 2.2 Determine winning and losing wagers within the rules of the game. 2.3 Pay winnings to the player and witness them according to enterprise procedures. 2.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to operate the Rapid Roulette wheel efficiently

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Rapid Roulette; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the specific equipment used to operate a game of Rapid Roulette, including in-house computer system (where applicable) for the Rapid Roulette station and player terminals that link to back-of-house system
- full range of terms commonly used in the game of Rapid Roulette
- in-depth knowledge of the standard approved rules for the game of Rapid Roulette
- in-depth knowledge of permitted variations to the rules for the game of Rapid Roulette
- specific enterprise procedures and approved rules for:
  - operating the game of Rapid Roulette
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to operate the Rapid Roulette wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Rapid Roulette, permitted variations and enterprise-specific procedures • operation of the game of Rapid Roulette on multiple

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	occasions to ensure consistent, accurate and efficient application of the rules when conducting the game and determining winning and losing wagers • accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure: • operation of Rapid Roulette games within a fully equipped table gaming environment using gaming tables, associated Rapid Roulette equipment, gaming chips and cash • use of documentation that relates to processing financial transactions • access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Rapid Roulette • interaction with table games supervisors • interaction with customer groups of a size and nature that reflect the commercial casino environment in which Rapid Roulette games are operated.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to conduct Rapid Roulette games. The following examples are appropriate for this unit: • direct observation of the candidate conducting the game, accepting wagers, paying winnings and processing other financial transactions • oral or written exercises to test ability to process a variety of wagers consistently and accurately • evaluation of financial documentation completed by the candidate • role-plays to demonstrate the verbal announcements and hand signals required for operating Rapid Roulette games • written and oral questioning or interview to test knowledge of enterprise procedures and approved Rapid Roulette rules and permitted variations • review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXCOM001A Work with colleagues and customers
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate Rapid Roulette may include:

- electronic Rapid Roulette wheel
- electronic results key pad and associated equipment
- signage, including limits, advice to players and notification of table closure
- in-house computer system (where applicable) for the Rapid Roulette station and player terminals that link to back-of-house system.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Variations to Rapid Roulette may involve:	• variations to standard Rapid Roulette rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.
Variations to Rapid Roulette wagers may include:	• variations to standard Rapid Roulette wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • rapid administration and dispute resolution • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector	Hospitality

Competency field

Co-requisite units	Assessment with the following co-requisite unit of competency, unless previously completed, is required: SITHGAM007A Operate table games.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM014A Conduct a Roulette game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the game of Roulette in a licensed casino. It requires the ability to operate the Roulette wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual and occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Roulette must be conducted according to approved rules of the game. These rules and organisational procedures are determined by the casino and approved by the state or territory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

regulatory authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct the game of Roulette.	1.1 Check that ***specific equipment*** required and approved to operate the game of Roulette is correctly positioned on the table.
	1.2 Make verbal announcements using terms commonly used in Roulette and use hand signals according to approved rules of the game.
	1.3 Spin the wheel according to approved rules for the game of Roulette and ***variations to Roulette***.
	1.4 Operate game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
2 Accept wagers and pay winnings.	2.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Roulette wagers***.
	2.2 Determine winning and losing wagers within the rules of the game.
	2.3 Pay winnings to the player and witness them according to enterprise procedures.
	2.4 Conduct ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to operate the Roulette wheel efficiently
- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Roulette; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to calculate a variety of often complex wagers, winnings and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

in-depth knowledge of the specific equipment used to operate a game of Roulette

- full range of terms commonly used in the game of Roulette
- in-depth knowledge of the standard approved rules for the game of Roulette
- in-depth knowledge of permitted variations to the rules for the game of Roulette
- specific enterprise procedures and approved rules for:
  - operating the game of Roulette
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to operate the Roulette wheel, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Roulette, permitted variations and enterprise-specific procedures • operation of the game of Roulette on multiple occasions to ensure consistent, accurate and efficient application of the rules when conducting the game and determining winning and losing wagers • accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- operation of Roulette games within a fully equipped table gaming environment using gaming tables, associated Roulette equipment, gaming chips and cash
- use of documentation that relates to processing financial transactions
- access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Roulette
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which Roulette games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to conduct Roulette games. The following examples are appropriate for this unit:

- direct observation of the candidate conducting the game, accepting wagers, paying winnings and processing other financial transactions
- oral or written exercises to test ability to process of a variety of wagers consistently and accurately
- evaluation of financial documentation completed by the candidate
- role-plays to demonstrate the verbal announcements and hand signals required for operating Roulette games
- written and oral questioning or interview to test knowledge of enterprise procedures and approved Roulette rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	personnel operating table games) • SITXCOM001A Work with colleagues and customers • SITXFIN001A Process financial transactions.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate Roulette may include:	• dolly • marker buttons • chip tree • change block or diving board • chipping machine • signage, including limits, advice to players and notification of table closure.
Variations to Roulette may involve:	• variations to standard Roulette rules as approved by the state or territory regulatory authority • variations to the name of the game as approved by the state or territory regulatory authority.
Variations to Roulette wagers	• variations to standard Roulette wagers as approved by the state or territory regulatory authority.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may include:

Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector	Hospitality

Competency field

Co-requisite units	Assessment with the following co-requisite unit of competency, unless previously completed, is required: SITHGAM007A Operate table games.

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM015A Conduct a Sic Bo game

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the game of Sic Bo in a licensed casino. It requires the ability to operate the Sic Bo electronic dice tumbling device, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game.

It does not cover the general operational activities required to operate any type of table game, such as setting up and closing down the table, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play. These activities are covered within the co-requisite unit SITHGAM007A Operate table games.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation, personnel who conduct table games within a licensed casino are required to hold an individual and occupational gaming licence. They are also required to achieve competence in the units which cover the conduct of the particular table games that they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

Application of the Unit

Application of the unit

This unit covers the day-to-day operation of a specific table game operated in the gaming area of licensed casinos. The game of Sic Bo must be conducted according to approved rules of the game. These rules and organisational procedures are determined

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

by the casino and approved by the state or territory regulatory authority responsible for licensing the casino.

This unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy, under some supervision and guidance from others and within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct the game of Sic Bo.	1.1 Check that ***specific equipment*** required and approved to operate the game of Sic Bo is correctly positioned on the table.
	1.2 Make verbal announcements using terms commonly used in Sic Bo and use hand signals according to approved rules of the game.
	1.3 Use the dice according to approved rules for the game of Sic Bo and ***variations to Sic Bo***.
	1.4 Operate the Sic Bo equipment according to design functions and manufacturer instructions.
	1.5 Operate game accurately and at appropriate pace to meet enterprise standards for the conduct of the game.
2 Accept wagers and pay winnings.	2.1 Accept or refuse permitted wagers according to enterprise procedures and ***variations to Sic Bo wagers***.
	2.2 Determine winning and losing wagers within the rules of the game.
	2.3 Pay winnings to the player and witness them according to enterprise procedures.
	2.4 Conduct all ***financial transactions*** throughout the operation of the game in compliance with enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use the Sic Bo dice efficiently

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to read and interpret organisational procedures, approved rules and permitted variations; read signage associated with the operation of the game of Sic Bo; and read and complete documents associated with financial transactions
- verbal communication skills to make clear gaming announcements
- high level numeracy skills to calculate a variety of often complex wagers, winnings and other financial transactions, including the purchase of chips.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the specific equipment used to operate a game of Sic Bo
- full range of terms commonly used in the game of Sic Bo
- in-depth knowledge of the standard approved rules for the game of Sic Bo
- in-depth knowledge of permitted variations to the rules for the game of Sic Bo
- specific enterprise procedures and approved rules for:
  - operating the game of Sic Bo
  - accepting wagers
  - refusing wagers
  - paying winnings
  - conducting financial transactions
- specific enterprise standards for game pace and accuracy.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to operate the Sic Bo equipment, accept wagers and pay out winnings according to enterprise-specific procedures and approved rules of the game • knowledge of the rules of Sic Bo, permitted variations and enterprise-specific procedures • operation of the game of Sic Bo on multiple occasions to ensure consistent, accurate and efficient application of the rules when conducting the game and determining

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

winning and losing wagers
- accurate processing of a variety of wagers and the integration and management of multiple transactions and activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- operation of Sic Bo games within a fully equipped table gaming environment using gaming tables, associated Sic Bo equipment, gaming chips and cash
- use of documentation that relates to processing financial transactions
- access to current enterprise procedures, approved rules and permitted variations for the operation of the game of Sic Bo
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which Sic Bo games are operated.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to conduct Sic Bo games. The following examples are appropriate for this unit:

- direct observation of the candidate conducting the game, accepting wagers, paying winnings and processing other financial transactions
- oral or written exercises to test ability to process of a variety of wagers consistently and accurately
- evaluation of financial documentation completed by the candidate
- role-plays to demonstrate the verbal announcements and hand signals required for operating Sic Bo games
- written and oral questioning or interview to test knowledge of enterprise procedures and approved Sic Bo rules and permitted variations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXCOM001A Work with colleagues and customers
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific equipment to operate Sic Bo may include:

- change block or diving board
- marker buttons
- electronic dice tumbling device and cover
- electronic key pad and associated equipment
- signage, including limits, advice to players and notification of table closure.

Variations to Sic Bo may involve:

- variations to standard Sic Bo rules as approved by the state or territory regulatory authority
- variations to the name of the game as approved by the state or territory regulatory authority.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Variations to Sic Bo wagers may include:	• variations to standard Sic Bo wagers as approved by the state or territory regulatory authority.
Financial transactions may involve:	• cash changes, such as purchase of chips at the table • colour changes • winning wagers • losing wagers • opening documentation • closing documentation • chip purchase vouchers • fills • credits • promotional tokens.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHGAM016A Spruik at a games location

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor This unit describes the performance outcomes, skills and knowledge required to use showmanship to introduce and promote games in a range of tourism and hospitality venues. It requires the ability to obtain information, and prepare and deliver informative and entertaining spruiking activities to meet the promotional requirements of specific games.

Application of the Unit

Application of the unit This unit describes a promotional function for those people working in a variety of games locations in the tourism and hospitality industry, including casinos, attractions and themes parks.

It applies to frontline operational personnel usually working under limited supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying Employability Skill requirements.
Pre-requisite units	Nil

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Make games announcements.	1.1 Obtain, interpret and present information on ***games*** in a lively and entertaining manner. 1.2 Make clear and concise announcements. 1.3 Give information about games accurately, preparing customers for the games experience. 1.4 Use ***communication systems and equipment***.
2 Promote games.	2.1 Encourage customers to participate in games by including key sales points and promotional offers. 2.2 Use ***spruiking techniques*** to encourage player and crowd participation and to enhance customer enjoyment of the game.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3 Employ humour and language appropriate to the customer group.
	2.4 Ensure that personal presentation, appearance and grooming are appropriate to the games environment and will enhance the customer experience.
	2.5 Welcome customers with positive and appropriate body language.
	2.6 Show cultural and social sensitivity in presentations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- microphone techniques to facilitate spruiking
- communication skills to deliver entertaining and informative information verbally to customers.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the game being promoted in order to provide information
- presentation and performance techniques, including the role and use of:
  - humour
  - body language
  - role-play
  - voice techniques
  - story telling
  - visual aids and props
  - positioning in relation to audience and equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to select information and prepare and deliver informative and entertaining spruiking activities to meet the promotional requirements of specific games
- preparation and presentation of multiple promotional spruiking activities covering various games to ensure consistency of performance.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of spruiking skills within an operational games location
- commercially realistic ratios of customers to candidates to reflect typical workplace conditions
- use of equipment such as microphones, props and promotional materials.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to spruik at a games location. The following examples are appropriate for this unit:

- direct observation of the candidate spruiking at a games location and using equipment effectively
- written and oral questioning or interview to test knowledge of the features of the games
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM007A Operate table games
- STTXCOM001A Work with colleagues and customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Games may be:	• computerised • manual • coin-operated • group • individual • casino table games • games at attractions and theme parks.
Communication systems and equipment may include:	• static microphone • roaming microphone • public address system.
Spruiking techniques may involve:	• humour • crowd participation • rhyming and poetry • song • acting and miming.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHIND001B Develop and update hospitality industry knowledge

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the hospitality industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by hospitality industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general hospitality industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the hospitality industry. More specialised and advanced hospitality research and management knowledge is found in other units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. This unit applies to individuals working within any hospitality industry sector, in any location and for any hospitality organisation type.

It is relevant to those individuals working in any hospitality operational and management role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source and apply general information on the structure and operation of the hospitality industry.	1.1 Identify ***sources of information*** to understand the structure and operation of ***the hospitality industry***. 1.2 Access and comprehend specific ***information*** of relevance to the hospitality industry. 1.3 Access and use knowledge of the hospitality industry to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	enhance the quality of work performance.
2 Source and apply information on legal and ethical that impact on the hospitality industry.	2.1 Obtain information on ***legal issues*** to assist effective work performance. 2.2 Conduct day-to-day hospitality activities according to legal obligations and ***ethical industry practices***.
3 Source and apply information on hospitality industry technology.	3.1 Source and access information on current and emerging technologies that impact on hospitality operations. 3.2 Identify the potential effects of different technologies on the hospitality operations. 3.3 Apply knowledge of current and emerging technology in day-to-day work activities.
4 Update personal and organisational knowledge of the hospitality industry.	4.1 Identify and use a range of ***opportunities to update knowledge*** of the hospitality industry. 4.2 Monitor ***current issues of concern*** to the industry. 4.3 Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and to provide a verbal summary of information
- literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct
- writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files..

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- sources of general information on the hospitality industry
- structure of the hospitality industry; the functions, key characteristics and business interrelationships of the different sectors of the hospitality industry including the distribution roles of the following sectors and functional areas:
  - accommodation
  - restaurants and cafes
  - hotels and motels
  - clubs
  - casinos
  - food and beverage
  - front office
  - housekeeping
  - food production and kitchen operations
- the general nature of allied and crossover industries including tourism, meetings, incentives, conferences and events
- the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship
- the existence and primary functions of trade unions in the industry
- the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the hospitality industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
- the existence and basic aspects of state, territory and local council laws that impact on hospitality operations and actions that must be adhered to by hospitality businesses, in particular laws that cover:
  - equal employment opportunity (EEO)
  - anti-discrimination
  - occupational health and safety and workers' compensation
  - workplace relations
  - legal liability and duty of care of customers
  - environmental protection (This would include requirements that must be met by hospitality operators when delivering services.)
  - local community protection (This would include land ownership, management and access requirements that must be met by hospitality operators when delivering services and requirements to maintain the lifestyle of neighbouring residents.)
  - consumer protection (This would include refund requirements that must be met by hospitality businesses, terms and conditions of quotations and cancellation fees.)
  - responsible service of alcohol
  - responsible conduct of gaming

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- food safety
- current and emerging technology used in the hospitality industry, including e-business.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to source initial and updated hospitality industry information and apply this to day-to-day activities to maximise effective performance in specific hospitality sector contexts • general knowledge of the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace • general knowledge of the key environmental, community, legal and ethical issues for the hospitality industry..
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing industry information • access to information sources in order to conduct research and collect sufficient information • access to industry association membership information, codes of conduct and accreditation information • access to plain English documents that describe key hospitality and general workplace legislation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to research differing aspects of the hospitality industry and deliver the sourced information in a brief written presentation
- project activities that allow the candidate to demonstrate the application of knowledge to specific hospitality industry contexts and situations
- case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- written and oral questioning or interview to test knowledge of different sectors of the hospitality industry and their interrelationships, the key content of legislation and industry codes of conduct
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Sources of information on and ***opportunities to update knowledge*** may include:	• formal and informal research • media • reference books • legislation or plain English publications describing the law and responsibilities to comply • libraries • unions • industry associations and organisations • industry journals • computer data, including internet • personal observations and experience • informal discussions and networking with colleagues • industry seminars • training courses • familiarisation visits to hospitality facilities • participation or membership in professional industry associations • participation in industry accreditation schemes • use of industry codes of conduct or ethics.
The ***hospitality*** involves a range of sectors and businesses including:	• accommodation • restaurants and cafes • hotels and motels • clubs • casinos • industry associations, councils, taskforces, research bodies.

Information of relevance to the the hospitality industry must include:	• economic and social significance of the hospitality industry, which may relate to:
	  • employment
	  • effect on local amenities and facilities
	  • community role in hospitality
	• role of and impacts on local communities
	• different hospitality markets and their relevance to industry sectors
	• relationships between hospitality and other industries,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

including:

- events
- tourism
- entertainment
- food production
- wine production
- recreation
- retail

- different sectors and businesses within the industry, their interrelationships and the services available in each sector
- major hospitality industry bodies and associations
- environmental issues for hospitality, including:
  - protection of natural and cultural integrity
  - minimal impact operations
  - environmental sustainability
  - waste management
  - energy-efficient operations
  - land ownership
  - land access and usage
- industrial relations
- specific features of the local and regional industry
- career opportunities within the industry
- roles and responsibilities of individual staff members in a successful hospitality business, including ethical practices and quality assurance.

Enhancing the quality of work performance may involve:

- making contacts with networks for obtaining key information to develop, deliver and improve improve hospitality operations
- suggesting new and improved ways of doing things
- performing work duties within legal, ethical and social guidelines to ensure smooth hospitality operations
- improving skills, knowledge and productivity to improve hospitality operations by accessing and attending industry professional development courses or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Legal issues may include:	• consumer protection • EEO • anti-discrimination • workplace relations • public liability and duty of care • licensing • land ownership, management and access • environmental management • risk management • OHS.
Ethical industry practices may realate to:	• maintaining the rights and lifestyle conditions of local community residents • agreed compliance with codes of conduct, practice or ethics • truth and honesty regarding all information given to customers • product recommendations • declaration of commissions, fees and other charges • subcontracting and provision of services as promoted • pricing • procedures for payment of commissions • bookings at venues • overbooking • confidentiality of customer information • tipping • familiarisations • gifts and services free of charge • preferred product arrangements.
Technologies that impact on tourism operations may relate to:	• current and emerging industry technology, including e-business • internal and industry wide reservation, operations and financial and tracking systems • project management systems • computer-aided design (CAD) systems.
Issues of concern to the industry	• maintaining organisational and industry profitability by productuctivity and pricing flexibility

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may relate to:	• industry initiatives • government initiatives • emerging markets • environmental and social issues • labour issues • industry expansion or retraction.

Unit Sector(s)

Sector	Hospitality

Competency field

Competency field	Working in Industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHIND002A Apply hospitality skills in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply hospitality skills in the workplace. The unit integrates a defined range of key technical and organisational skills required by service staff to provide a range of organisation products and services to multiple and diverse customers.

The unit brings together the skills and knowledge acquired in individual units and focuses on the way these must then be applied in a hospitality setting. It incorporates preparation, service and close-down, using a range of techniques, equipment and materials. It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group.

State and territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to a range of accommodation, catering and food and beverage services in various hospitality venues and settings such as hotels, restaurants, clubs, pubs, motels, gaming operations and catering outlets.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise and prepare for service.	1.1 Access appropriate ***workplace information*** in order to plan and organise tasks to be completed.
	1.2 Liaise with team members and other relevant people to confirm and inform others of service requirements.
	1.3 Develop and follow a work plan or schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members.
	1.4 Prepare work area, equipment and supplies to meet service requirements and according to established systems and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	procedures.
2 Provide service.	2.1 Greet customers courteously and appropriately and determine their requirements for products and services.
	2.2 Offer information to customers on available products and services and promote products and services where appropriate according to organisation policy and procedures.
	2.3 Provide service using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
	2.4 Communicate effectively and work cooperatively as part of the team and according to established work plan or schedule.
	2.5 Follow workplace safety and hygiene procedures according to organisation and legislative requirements.
	2.6 Provide quality customer service and deal appropriately with complaints according to organisation procedures.
	2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and organisation procedures.
	2.8 Where appropriate, farewell customers according to job role and organisation procedures in a manner that will encourage them to return.
3 Close down after service.	3.1 Complete ***end of service procedures*** according to organisation procedures, OHS requirements and ***environmental considerations***.
	3.2 Complete ***administration and reporting requirements***.
	3.3 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- planning and organising work according to organisation procedures, including collecting information and resources, and working within and setting timelines
- integration and application of service skills, including preparation, service procedures, close down and customer relations
- working cooperatively as part of a team and providing advice and support as required
- using safe and hygienic work practices in relation to provision of hospitality products and services according to organisation and legislative requirements
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate and/or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services
- current knowledge of all main products and services offered by the organisation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete service periods (shifts) to ensure integration of skills and consistency of performance in different circumstances • ability to multi-task and respond to multiple demands and requests of a number of customers with varying requirements • ability to deal with typical issues such as workplace

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and quality of outcomes
- compliance with relevant legislative and regulatory requirements, including OHS requirements
- demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines
- presence of industry-realistic conditions such as commercial ratios of customers to staff.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of traineeship arrangements
- direct observation of the candidate providing integrated service according to established systems and procedures within a commercial hospitality setting
- evaluation of customer feedback about service including speed and timing
- written or oral questions to test knowledge about service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Workplace information may include:	• job role and tasks to be performed • verbal or written advice affecting job performance and service requirements • details of expected business, including customer requirements and scheduling • knowledge and availability of products, services and specials • local area knowledge and venue facilities.
End of service procedures include:	• safe storage of products, equipment and materials • cleaning procedures related to work areas and equipment • debriefing sessions, including quality service reviews • restocking • preparation for the next service period.
Environmental considerations include:	• recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Administrative and reporting requirements may include:	• handover • completing financial transactions such as reconciling takings and/or floats • completing work plans and schedules • completing incident, OHS or maintenance reports.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Working in Industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHIND003A Provide and coordinate hospitality service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide and coordinate hospitality service to customers. The unit integrates a range of well-developed key operational and organisational skills required by service staff in hospitality organisations providing a range of organisation products and services to multiple and diverse customers.

The unit brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a hospitality setting to ensure a smooth work flow and quality customer service. It incorporates preparation, service and close-down of the work area, using a range of techniques, equipment and materials.

It involves taking responsibility for own outputs, working as part of a team and taking limited responsibility for the work of others.

State and territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to a range of accommodation, catering and food and beverage services in various hospitality venues and settings such as hotels, restaurants, clubs, pubs, motels, gaming operations and catering outlets.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise and prepare for service.	1.1 Access appropriate ***workplace information*** in order to plan and organise tasks to be completed.
	1.2 Liaise with team members and other relevant people to confirm and inform others of service requirements.
	1.3 Develop and follow a work plan or schedule to maximise

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	efficiency, taking into consideration roles and responsibilities of other team members.
	1.4 Prepare work area, equipment and supplies to meet service requirements according to established systems and procedures.
2 Provide service.	2.1 Greet customers courteously and appropriately and determine their requirements for products and services.
	2.2 Offer information to customers on available products and services and assist them to make choices that meet individual needs, special requests or dietary or cultural requirements.
	2.3 Proactively promote, up-sell and cross-sell products and services where appropriate according to organisation policy and procedures.
	2.4 Use the organisation system and technology for reservations, ordering or stock control as appropriate.
	2.5 Provide service, using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.
	2.6 Communicate effectively and work cooperatively as part of the team and according to established work plan.
	2.7 Follow workplace safety and hygiene procedures according to organisation and legislative requirements.
	2.8 Provide quality customer service, deal appropriately with complaints and use appropriate communication techniques to deal with conflict.
	2.9 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to organisation procedures.
	2.10 Complete ***end of service procedures*** and farewell customers according to job role and organisation procedures in a manner that will encourage them to return.
3 Close down after service.	3.1 Clear, clean or dismantle work area according to organisation procedures, OHS requirements and ***environmental considerations***.
	3.2 Complete administration and reporting requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Review and evaluate products and services with colleagues, where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organising work, including prioritising, sequencing and monitoring tasks and processes
- integration and application of service skills, including preparation, service procedures, close down and customer relations
- working cooperatively as part of a team and providing advice and support as required
- using safe and hygienic work practices in relation to provision of hospitality products and services according to organisation and legislative requirements
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate and/or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- organisation administrative and reporting procedures
- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services.
- current knowledge of all main products and services offered by the organisation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete service periods (shifts) to ensure integration of skills and consistency of performance in different circumstances
- ability to multi-task and respond to multiple demands and requests of a number of customers with varying requirements
- ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems or contingencies
- ability to meet, greet and interact positively with multiple and diverse customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to monitor the service process and work flow, take some responsibility for others and provide technical advice and support to a team
- compliance with relevant legislative and regulatory requirements, OHS requirements
- demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services
- presence of industry-realistic conditions such as commercial ratios of customers to staff.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book
- direct observation of the candidate providing integrated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

service according to established systems and procedures within a commercial hospitality setting
- evaluation of customer feedback about service, including speed and timing
- written or oral questions to test knowledge about service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Workplace information includes:

- job role and tasks to be performed
- verbal or written advice affecting job performance and service requirements
- details of expected business, including customer requirements and scheduling
- knowledge and availability of products, services and specials
- local area knowledge and venue facilities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

End of service procedures include:	• safe storage of products, equipment and supplies • cleaning procedures related to work areas and equipment • debriefing sessions, including quality service reviews • restocking • preparation for the next service period.
Environmental considerations include:	• recycling and minimising waste • responsible disposal of waste • efficient energy use • efficient water use.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Working in Industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT001A Prepare and produce pastries

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce a variety of high-quality pastries and pastry products.

Pastries and pastry products to be produced and decorated may be of varied cultural origins and derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers working in various hospitality enterprises such as patisseries, restaurants, hotels and coffee shops.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare pastries and pastry products.	1.1 Prepare a variety of ***pastries and pastry products*** according to standard recipes and desired ***product characteristics***.
	1.2 Select suitable ingredients according to recipe requirements, quality, freshness and desired product characteristics.
	1.3 Make paste and pastry products using correct ***techniques*** and ensuring appropriate ***conditions*** to optimise quality.
	1.4 Apply portion control to minimise wastage.
	1.5 Use ***appropriate equipment*** to produce required pastries and pastry products.
	1.6 Select required oven temperature and bake to ensure the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	desired characteristics, including colour, shape and crust structure.
2 Decorate and present pastry products.	2.1 Decorate pastry products, to enhance appearance, using suitable ***fillings***, icings and decorations, according to standard recipes, enterprise standards and customer preferences.
	2.2 Present pastries attractively using suitable serviceware and ***decorations***.
3 Store pastries.	3.1 Store pastes and ingredients for pastry products, optimising quality and shelf life through appropriate storage methods.
	3.2 Store pastry products to minimise spoilage and wastage, identifying ***storage conditions*** and using methods appropriate to specific products for short and medium-term preservation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- principles and practices of hygiene, particularly in relation to handling pastes and dough
- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment
- hygiene and safe handling and storage requirements related to pastry ingredients, commodities and products
- problem-solving skills to control quality
- literacy skills to read recipes, menus and instructions
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of pastes and pastry products, both classical and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

contemporary
- historical and cultural aspects of pastry and pastry products
- underlying principles of making pastry and pastry products
- commodity knowledge, including quality indicators of pastry ingredients
- culinary terms commonly used in the industry related to pastries and pastry products
- portion control and yield
- storage conditions for pastries and pastry products and optimising shelf life.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to produce a wide variety of pastries and pastry products from all categories • ability to produce a quantity of pastries and pastry products, consistent in quality, size, shape and appearance, under typical workplace conditions and time constraints • application of hygiene and safety principles throughout the preparation process • decoration and presentation of a range of pastries and pastry products within typical workplace conditions.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a pastry kitchen, as defined in the Assessment Guidelines • access to industry-current equipment for making pastries and pastry products, including a deck oven • use of authentic ingredients.
Methods of assessment	A range of assessment methods should be used to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting pastries and pastry products
- questions about hygiene procedures, commodities, production techniques and storage requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHPAT002A Prepare and produce cakes
- SITHPAT003A Prepare and produce yeast goods
- SITHPAT004A Prepare bakery products for patisseries.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Pastries and pastry products must include a basic selection

- short and sweet paste, including:
  - flans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

from each of the following categories:	• tarts • fruit tartlets • Scotch shortbread, including: • Viennese wafers • Linzer and other slices • savoury and sweet pies • choux paste, including: • profiteroles • éclairs • croquembouche • Saint Honoré • puff paste, including: • milles feuilles • palmiers • quiches • croissants • gateaux pithiviers • bouchées • cream horns • filo or strudel • Danish pastries.
Product characteristics must include:	• colour • consistency and texture • crust stability • moisture content • mouth feel and eating properties • appearance.
Techniques and conditions for producing pastry and pastry products may include:	• chilling ingredients and work surfaces where required • kneading and handling • rolling • cutting and moulding • resting • preparing and using appropriate fillings and pre-bake and post-bake finishes and decorations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Appropriate equipment may include:	• commercial mixers and attachments • cutting implements • scales • measures • bowl cutters • ovens • moulds, shapes and cutters • piping bags and attachments. •
Fillings may include:	• fresh or crystallised fruit and fruit purées • whole or crushed nuts • cream • custard • meringue.
Decorations may include:	• glazes • jellies • fruit purées • icings • fresh, preserved or crystallised fruits • nuts • fillings, including cream, mousse and fruit purées.
Storage conditions and methods appropriate to specific pastry products may include:	• consideration of temperature, light and air exposure • use of airtight containers • display cabinets, including temperature-controlled cabinets • refrigeration, chilling and freezing.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT002A Prepare and produce cakes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce a variety of high-quality cakes. It does not include specialised cakes such as gateaux and torten, which are covered in SITHPAT005A Produce gateaux, torten and cakes.

Cakes to be produced and decorated may be of varied cultural origins and derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers working in various hospitality enterprises such as patisseries, restaurants, hotels and coffee shops.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and produce cakes.	1.1 Prepare a variety of ***basic cakes*** according to standard recipes and desired ***product characteristics***.
	1.2 Select suitable ingredients according to recipe requirements, quality, freshness and desired product characteristics.
	1.3 Make cakes using correct ***techniques*** and ensuring appropriate ***conditions*** to optimise quality.
	1.4 Use ***appropriate equipment*** to produce required cakes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Select required oven temperature and bake cakes to ensure the desired characteristics, including colour and shape.
2 Decorate and present cakes.	2.1 Decorate cakes to enhance appearance, using suitable ***fillings***, icings and ***decorations***, according to standard recipes, enterprise standards and customer preferences.
	2.2 Present cakes attractively using suitable serviceware and decorations.
3 Store cakes.	3.1 Store cakes and ingredients for cake products, optimising quality and shelf life through appropriate storage methods.
	3.2 Store cakes to minimise spoilage and wastage, identifying ***storage conditions*** and using methods appropriate to specific products for short and medium-term preservation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment
- problem-solving skills to control quality
- literacy skills to read recipes, menus and instructions
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of basic cakes, both classical and contemporary
- historical and cultural aspects of cakes
- underlying principles of making cakes
- commodity knowledge, including quality indicators of cake ingredients
- principles and practices of hygiene particularly in relation to preparing cake batter and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

decorating finished cake products
- culinary terms commonly used in the industry related to cakes
- hygiene and safe handling and storage requirements related to cake ingredients, commodities and products
- portion control and yield
- storage conditions for cakes and optimising shelf life.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:
- ability to produce a range of basic cakes
- ability to produce cakes that are consistent in quality, size, shape and appearance under typical workplace conditions and time constraints
- application of hygiene and safety principles throughout the preparation process
- preparation, decoration and presentation of a range of basic cakes within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:
- demonstration of skills within a pastry kitchen as defined in the Assessment Guidelines, using industry-current equipment for making cakes
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
- observation of practical demonstration by the candidate of preparing, decorating and presenting cakes
- questions about hygiene procedures, commodities, production techniques and storage requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHPAT001A Prepare and produce pastries
- SITHPAT003A Prepare and produce yeast goods.
- SITHPAT004A Prepare bakery products for patisseries.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Basic cakes refer to a small range of cakes and sponges and must include:

- Madeira cake
- Genoise sponge
- basic aerated sponge
- Swiss roll
- fruit cake.

Product characteristics must include:

- colour
- consistency and texture

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- moisture content
- mouth feel and eating properties
- appearance.

Techniques and conditions for producing cakes may include:

- weighing or measuring and sifting dry ingredients
- adding fats and liquids to dry ingredients
- stirring and aerating to achieve required consistency and texture
- selecting and preparing appropriate cake tins and moulds
- using required amount of batter according to desired characteristics of finished products
- preparing and using appropriate pre-bake finishes and decorations
- selecting baking conditions and temperatures.

Appropriate equipment may include:

- commercial mixers and attachments
- whisks
- beaters
- spatulas
- wooden spoons
- cutting implements for nuts and fruits
- graters
- scales
- measures
- bowl cutters
- piping bags and attachments
- ovens
- cake tins and moulds.

Fillings may include:

- fresh and crystallised fruit
- fruit purées
- jams
- nuts
- creams
- mousse
- custard.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Decorations may include:	• glazes and jellies • icings • chocolate • sprinkled icing sugar • fresh, preserved or crystallised fruits • fruit purées • whole or crushed nuts • coloured and flavoured sugar.
Storage conditions and methods appropriate for cakes may include:	• consideration of temperature, light and air exposure • use of airtight containers • display cabinets, including temperature-controlled cabinets • refrigeration, chilling and freezing.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT003A Prepare and produce yeast goods

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce a variety of high-quality yeast goods.

Yeast goods to be produced and decorated may be of varied cultural origins and derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to hospitality enterprises where yeast goods are prepared and served, such as patisseries, restaurants, hotels and coffee shops.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and produce yeast goods.	1.1 Prepare a variety of basic ***yeast goods*** according to standard recipes and desired ***product characteristics***.
	1.2 Select suitable ingredients according to recipe requirements, quality and freshness and desired product characteristics.
	1.3 Make basic yeast goods, using correct ***techniques*** and ensuring appropriate ***conditions*** to optimise quality.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Use ***appropriate equipment*** to produce required yeast goods.
	1.5 Select required oven temperature and bake yeast goods to ensure the desired characteristics, including colour and shape.
2 Decorate and present yeast goods.	2.1 Decorate yeast goods, where required and appropriate, to enhance appearance, using suitable ***fillings***, icings and ***decorations***, according to standard recipes, enterprise standards and customer preferences.
	2.2 Present yeast goods attractively using suitable serviceware and decorations.
3 Store yeast goods.	3.1 Store yeast goods and ingredients for yeast good products, optimising quality and shelf life through appropriate storage methods.
	3.2 Store yeast goods to minimise spoilage and wastage, identifying ***storage conditions*** and using methods appropriate to specific products for short and medium-term preservation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing and kneading equipment
- problem-solving skills to control quality
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions, and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of basic yeast goods, both classical and contemporary
- historical and cultural aspects of yeast goods

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- underlying principles of making yeast goods
- commodity knowledge, including quality indicators of ingredients for yeast goods
- principles and practices of hygiene particularly in relation to handling dough
- culinary terms commonly used in the industry related to yeast goods
- hygiene and safe handling and storage requirements related to yeast goods, commodities and products
- portion control and yield
- storage conditions for yeast goods and optimising shelf life.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to produce a range of sweet and savoury yeast goods • ability to produce a quantity of yeast goods that are consistent in quality, size, shape and appearance, under typical workplace conditions and time constraints • application of hygiene and safety principles throughout the preparation process • preparation, decoration and presentation of a range of yeast goods, within typical workplace conditions.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a pastry kitchen as defined in the Assessment Guidelines, using industry-current equipment for making yeast goods, including a proofer and marble bench • use of authentic ingredients.
Methods of assessment	A range of assessment methods should be used to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting yeast goods
- questions about hygiene procedures, commodities, production techniques and storage requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHPAT001A Prepare and produce pastries

SITHPAT002A Prepare and produce cakes.

SITHPAT004A Prepare bakery products for patisseries.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Yeast goods refer to a range of sweet and savoury breads, rolls and buns, and must include:

- basic breads and buns, such as:
  - Bath buns
  - bread rolls

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- yeast-raised pastries, such as:
  - Danish pastries
  - croissants
  - brioche
  - küchen
  - babas
  - savarins.

Product characteristics must include:

- colour
- consistency and texture
- moisture content
- mouth feel and eating properties
- appearance.

Techniques and conditions for producing yeast goods may include:

- chilling ingredients and work surfaces
- kneading and handling
- incorporating fat
- rolling
- preparing and using types of yeast
- cutting, shaping and moulding
- preparing and using appropriate fillings and pre-bake finishes and decorations.

Appropriate equipment may include:

- commercial mixers and attachments
- cutting implements
- scales
- measures
- bowl cutters
- piping bags and attachments
- ovens
- moulds, shapes and cutters
- baking sheets.

Fillings may include:

- fresh or crystallised fruit and fruit purées
- whole or crushed nuts
- spices
- cream

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- frangipane
- custard
- chocolate
- jam
- savoury fillings such as ham and cheese.

Decorations may include:

- glazes
- jellies
- fruit purées
- icings
- sprinkled icing sugar
- flavoured and coloured sugars
- fresh, preserved or crystallised fruits
- nuts
- fillings, including cream, mousse and fruit purées.

Storage conditions and methods appropriate to yeast goods may include:

- consideration of temperature, light and air exposure
- use of airtight containers
- display cabinets, including temperature-controlled cabinets to cool or warm
- refrigeration, chilling and freezing.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT004A Prepare bakery products for patisseries

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce a variety of high-quality bakery products.

Bakery products to be produced may be of varied cultural and ethnic origins and derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where bakery items are prepared, such as patisseries, specialist bakeries, hotels, restaurants and coffee shops.

Bakery products to be produced may be of varied cultural and ethnic origins and derived from classical or contemporary recipes.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare bakery products.	1.1 Prepare a variety of ***bakery products*** according to standard recipes and desired ***product characteristics***.
	1.2 Select, measure and weigh suitable ingredients according to recipe requirements, quality, freshness and desired product characteristics.
	1.3 Use ***appropriate equipment*** to produce required bakery

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	products.
	1.4 Prepare dough to correct consistency and shape.
	1.5 Prove products according to specified temperature and other conditions.
	1.6 Make bakery products, using correct ***techniques*** and ensuring appropriate ***conditions*** to optimise quality.
	1.7 Select required oven temperature and bake goods to ensure the desired characteristics, according to standard recipe specifications and enterprise practice.
2 Decorate and present bakery products.	2.1 Finish bakery items according to desired product characteristics.
	2.2 Decorate yeast goods where required and appropriate to enhance appearance, using suitable ***fillings***, icings and ***decorations***, according to standard recipes, enterprise standards and customer preferences.
	2.3 Present yeast goods attractively using suitable serviceware and decorations.
3 Store bakery products.	3.1 Store bakery products in ***storage conditions*** required to maintain quality and extend shelf life.
	3.2 Select packaging options appropriate for the preservation of product freshness and eating characteristics.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens, manual handling, and mixing and kneading equipment
- problem-solving skills to control quality
- literacy skills to read recipes, menus and instructions
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of bakery products, including:
  - classical
  - contemporary
  - from various ethnic and cultural backgrounds
- historical and cultural aspects of bakery products
- underlying principles of making bakery products
- culinary and technical terms commonly used in the industry related to bakery products
- commodity knowledge, including quality indicators of ingredients for bakery products, properties of ingredients used, and their interaction and changes during processing to produce required characteristics
- properties and requirements of yeast and control of yeast action
- processes of fermentation and dough development
- principles and practices of hygiene, particularly in relation to handling dough, commodities and products
- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens, manual handling and mixing or kneading equipment
- function and routine maintenance of equipment used
- storage conditions for bakery products and optimising shelf life
- ratio of ingredients required to produce a balanced formula
- defining and applying corrective steps to ensure quality control
- influence of correct portion control, yields, weights and sizes on the profitability of an establishment
- portion control and yield
- expected taste, texture and crumb structure appropriate for particular bakery products.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to produce a range of specialist bakery products, both sweet and savoury

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to produce a quantity of bakery products that are consistent in quality, size, shape and appearance, under typical workplace conditions and time constraints
- application of hygiene and safety principles throughout the preparation process
- preparation, decoration and presentation of a range of specialist bakery products, within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a pastry kitchen as defined in the Assessment Guidelines, using industry-current equipment for making a variety of specialist bakery products, including specialty bread moulds
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting specialist bakery products
- questions about hygiene procedures, commodities, production techniques and storage requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes
- SITHPAT003A Prepare and produce yeast goods.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Bakery products must include a selection of each of the following:	• breakfast and savoury items • breakfast and speciality breads • lunch and dinner rolls • festive baking from a variety of ethnic and cultural backgrounds.
Product characteristics must include:	• colour • consistency and texture • moisture content • mouth feel and eating properties • appearance.
Appropriate equipment may include:	• commercial mixers and attachments • cutting implements • scales • measures • bowl cutters • ovens • moulds, shapes and cutters • baking sheets and containers.
Techniques and ***conditions*** for	• chilling ingredients and work surfaces

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

producing yeast goods may include:	• preparing and using types of yeast • kneading and handling • incorporating fat • rolling • cutting, shaping and moulding • preparing and using appropriate fillings and pre-bake finishes and decorations.
Fillings may include:	• fresh or crystallised fruit-based • whole or crushed nuts • fresh cream • butter cream • wine cream • cheese cream • chocolate • jam • custard • ganache • savoury fillings such as bacon, ham and cheese • ready-made and pre-mixed.
Decorations may include:	• glazes • jellies • icings • sprinkled icing sugar • flavoured and coloured sugars • fresh, preserved or crystallised fruits • seeds and nuts.
Storage conditions and methods appropriate to bakery products may include:	• consideration of temperature, light and air exposure • use of airtight containers • display cabinets, including temperature-controlled cabinets to cool or warm • refrigeration, chilling and freezing.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT005A Prepare and present gateaux, torten and cakes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to produce, fill, decorate and present a range of specialised sponges and cakes, where finish, decoration and presentation of a high order are required.

The preparation of specialised cakes includes sponges, gateaux, torten, cakes, sweet pastes and meringues, fillings and coating agents, as well as skills and techniques in assembling and finishing. This unit does not include basic cakes, which are covered in SITHPAT002A Prepare and produce cakes.

Specialist cakes and sponges to be produced and decorated may be of varied cultural origins and derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where specialised cakes are prepared and served, such as patisseries, pastry and cake shops, restaurants, hotels and coffee shops.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare specialist cakes and sponges.	1.1 Select, measure and weigh ingredients according to recipe requirements, quality and freshness, standard recipe requirements, enterprise practice and customer preferences.
	1.2 Verify that ingredients are used at the correct temperature for optimum quality.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Prepare ***specialist cakes and sponges*** to recipe specifications, using correct ***techniques***, and bake to achieve required product characteristics, including colour, crumb structure, consistency and texture, moisture content, mouth feel and eating properties and appearance.
	1.4 Use ***appropriate equipment*** to produce required cakes.
	1.5 Cool sponges and cakes in ***conditions*** that retain optimum freshness and eating characteristics and appearance.
2 Prepare and use fillings.	2.1 Prepare a selection of ***fillings*** to required consistency, using appropriate flavourings.
	2.2 Slice or layer sponges and cakes, and fill and assemble, according to standard recipe specifications, enterprise practice and customer preference.
	2.3 Mask, cover or coat top and sides of sponges and cakes as appropriate to achieve even, straight and smooth surfaces, or characteristics and appearance required by recipe specifications.
3 Decorate cakes.	3.1 Decorate sponges and cakes, using designs and techniques suited to the product and occasion, and according to standard recipes and enterprise practice.
	3.2 Use suitable icings and ***decorations***, according to standard recipes, enterprise standards and customer preferences.
4 Present cakes.	4.1 Present cakes attractively using suitable serviceware and decorations.
	4.2 Select and use appropriate equipment for display and service.
	4.3 Arrange cakes for display in an appealing manner to meet customer expectations and enterprise standards.
	4.4 Verify that display and service temperature of products are appropriate for maintaining freshness, appearance and eating qualities.
	4.5 Mark, score or cut portion-controlled cakes precisely, according to enterprise specifications and customer preferences, minimising wastage.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
5 Store cakes.	5.1 Store cakes at the correct temperature in ***storage conditions*** that maintain quality and extend shelf life. 5.2 Identify storage methods that minimise spoilage and wastage, using methods appropriate to specific products for short and medium-term preservation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

- The following skills must be assessed as part of this unit:
- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment
- problem-solving skills to control quality
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of specialist cakes, both classical and contemporary
- historical and cultural aspects of specialist cakes
- underlying principles of making specialist cakes
- commodity knowledge, including quality indicators of specialist cake ingredients
- principles and practices of hygiene, particularly in relation to preparing cake batter and decorating finished cake products
- culinary terms commonly used in the industry related to specialist cakes
- hygiene and safe handling and storage requirements related to specialist cake ingredients, commodities and products
- portion control and yield
- storage conditions for specialist cakes and optimising shelf life.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to produce a range of specialist cakes
- ability to produce specialist cakes that are consistent in quality, size, shape and appearance, under typical workplace conditions and time constraints
- application of hygiene and safety principles throughout the preparation process
- preparation, decoration and presentation of a range of specialist cakes within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial pastry kitchen as defined in the Assessment Guidelines
- access to a range of industry-current equipment for making specialist cakes, including:
  - D-shape cake log forms and novelty cake tins and forms
  - large and small cake rings, and metal or plastic form cake rings of various shapes for individual petit gateaux
  - croquembouche mould
  - marble slab and silicon mats
  - cake wheels
  - chocolate thermometer and saccharometer
  - range of icing and decorating equipment, including variety of decorative combs, fine icing sugar sieves, crimpers of various sizes and designs, matfer-type stencils for cigarette paste decoration techniques and fine piping tubes size 3 to 000
- access to a range of presentation equipment, including:
  - cake boxes of various sizes
  - cake stands, including multi-tier and clear cover, platters and mirrors, and cake boards for individual

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	and large gateaux • gateaux serving tongs and trowels • refrigerated cake display cases or towers • doilies in a range of shapes and sizes • use of authentic ingredients.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of practical demonstration by the candidate of preparing, decorating and presenting specialist cakes, including fillings • questions about hygiene procedures, commodities, production techniques and storage requirements • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITHPAT001A Prepare and produce pastries • SITHPAT002A Prepare and produce cakes • SITHPAT003A Prepare and produce yeast goods. • SITHPAT004A Prepare bakery products for patisseries.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specialist cakes and sponges must include:

- cakes and sponges used as bases, such as:
- Genoise sponge
- commercial sponge
- Swiss roll
- sponge fingers
- those for weddings, birthdays and special occasions
- those for specific cultural feasts and celebrations, both religious and secular.

Techniques and conditions for producing specialist cakes may include:

- weighing or measuring and sifting dry ingredients
- adding fats and liquids to dry ingredients
- stirring and aerating to achieve required consistency and texture
- whisking, folding, piping and spreading
- selecting and preparing appropriate baking sheets, cake and sponge tins and moulds
- using required amount of batter according to desired characteristics of finished products
- preparing and using appropriate pre-bake finishes and decorations
- selecting baking conditions and temperatures
- portioning evenly, accurately and neatly
- decorating.

Appropriate equipment may include:

- commercial mixers and attachments
- whisks
- beaters
- spatulas and wooden spoons
- cutting implements for nuts and fruits
- graters
- scales and measures
- bowl cutters
- piping bags and attachments
- ovens

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- cake and sponge tins and moulds.

Fillings may include:

- fresh or crystallised fruit
- fruit purées
- jams
- nuts
- creams
- mousse
- custard.

Decorations may include:

- glazes and jellies
- icings
- chocolate
- sprinkled icing sugar
- fresh, preserved or crystallised fruits
- fruit purées
- whole or crushed nuts
- coloured and flavoured sugar
- marzipan coatings.

Storage conditions and methods appropriate for cakes may include:

- consideration of temperature, light and air exposure
- use of airtight containers
- display cabinets, including temperature-controlled cabinets
- refrigeration, chilling and freezing.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT006A Present desserts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply various and specialised techniques of dessert presentation.

The term 'dessert' is commonly used for a sweet course or option in a meal or as a stand-alone item with a beverage. In some enterprises, the term 'sweets' may be used.

Desserts may include foods from varying cultural origins and may be derived from classical or contemporary recipes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to cooks and patissiers in hospitality enterprises where desserts are presented, such as patisseries, hotels, restaurants and coffee shops.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITCCC013A Prepare hot and cold desserts
- SITHOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Present and serve plated desserts.	1.1 Portion ***desserts*** according to enterprise standards.
	1.2 Present desserts attractively, with artistic flair, appropriate for the occasion and the item.
	1.3 Consider practicality of service and customer consumption when plating and ***decorating*** desserts.
	1.4 Use ***appropriate equipment*** to present and serve plated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	desserts.
	1.5 Control service temperature of desserts and serviceware when serving hot, cold or frozen desserts.
2 Plan, prepare and conduct a dessert trolley presentation.	2.1 Where utilised, plan dessert trolley services appropriate to available facilities and equipment, as well as customer and enterprise requirements.
	2.2 Prepare and arrange to display a variety of desserts offered by the enterprise, together with appropriate sauces and garnishes.
3 Store and package desserts.	3.1 Store desserts at the appropriate temperature and under the correct ***storage conditions*** to maintain quality, freshness and customer appeal.
	3.2 Ensure that packaging is appropriate for the preservation of taste, appearance and eating characteristics.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, particularly in relation to using appliances, heated surfaces, ovens, cutting implements and mixing equipment
- problem-solving skills to control quality
- literacy skills to read instructions and orders
- numeracy skills to calculate portions.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of specialist cakes, both classical and contemporary
- historical and cultural aspects of specialist cakes
- underlying principles of making specialist cakes
- commodity knowledge, including quality indicators of specialist cakes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- principles and practices of hygiene, particularly in relation to decorating finished cake products
- culinary terms commonly used in the industry related to specialist cakes
- hygiene and safe handling and storage requirements related to specialist cake ingredients, commodities and products
- portion control and yield
- storage conditions for specialist cakes and optimising shelf life.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to present and display a range of desserts with flair
- application of food hygiene and safety principles throughout the preparation and presentation process
- knowledge of the characteristics of desserts and decorations or garnishes and the conditions required for optimum quality and presentation
- preparation, decoration and presentation of a range of desserts within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial pastry kitchen as defined in the Assessment Guidelines
- access to industry-current equipment for making various desserts, including:
  - deep-fryer and associated small equipment
  - steamer, including combi oven, stand-alone steamer or Chinese steamer
  - blow torch or salamander
  - individual novelty mousse cake tins and forms

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- range of pans, including crepe, omelette and blini
- range of moulds and dishes, including tartlet, bombe, charlotte and dariole moulds of various sizes, fluted and plain flan rings, soufflé cups and gratin dishes
- industrial strength food processor, such as robot coupe
- stencils for matfer-type cigarette paste decoration techniques
- fine and heavy gauge whisks and strainers
- metal cake skewers and bamboo skewers
- acetate plastic sheets
- icing and cocoa powder dusters, variety of templates, silk screens for cocoa mass screen techniques and chocolate spray gun
- storage trays and containers

Context of and specific resources for assessment

- access to presentation equipment, including:
  - refrigerated cake display cases or towers
  - sweets trolley or dessert buffet table
  - cake stands, including multi-tier and clear cover, platters and mirrors, and cake boards for individual and large gateaux
  - petit four paper cases and doilies in a range of shapes and sizes
  - dessert serving equipment and a variety of suitable dessert plates, dishes, glasses, bowls and coupes, and cutlery
  - presentation containers or boxes of various sizes
- use of authentic desserts and decoration or garnish ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of decorating and presenting specialist cakes, including plating and garnishing
- questions about hygiene procedures, commodities, presentation and decoration techniques, and storage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	requirements to ensure optimum quality and food safety • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITHPAT001A Prepare and produce pastries SITHPAT002A Prepare and produce cakes.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Desserts must include prepared portions from the following categories:	• puddings, pies, tarts, flans and fritters • custards and creams • prepared fruit • charlotte, bavarois, mousse, soufflé, sabayon and zabaglione • meringues, crepes and sweet omelettes • sorbet, ice-cream, bombe and parfait.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Decorating may include:	• glazes and jellies • icings • chocolate • sprinkled icing sugar • fresh, preserved or crystallised fruits • fruit purées • whole or crushed nuts • coloured and flavoured sugar.
Appropriate equipment may include:	• commercial mixers and attachments • whisks • beaters • spatulas • wooden spoons • cutting implements for nuts and fruits • graters • scales • measures • bowl cutters • piping bags and attachments • ovens • cake and sponge tins and moulds.
Storage conditions and methods appropriate for desserts may include:	• consideration of temperature, light and air exposure • use of airtight containers • display cabinets, including temperature-controlled cabinets • refrigeration, chilling and freezing.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT007A Prepare and display petits fours

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to produce, display and service a wide range of petits fours, including petits fours glacés, marzipan-based petits fours and caramelised fruits and nuts served as petits fours, to a high and consistent quality.

Petits fours glacés may include sponge bases assembled with appropriately flavoured fillings cut into a variety of shapes, iced and decorated.

Marzipan-based petits fours may be modelled by hand or shaped with the aid of moulds and may be appropriately flavoured and coloured and sealed with cocoa butter or food lacquer.

Caramelised petits fours include fresh or dried fruits and nuts, filled or unfilled, coated with a pale amber-coloured caramel.

Fresh petits fours include bases prepared from choux or sweet paste with an appropriate filling, topping and decoration.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where petits fours are prepared and served, such as patisseries, hotels, restaurants and coffee shops.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHOHS002A Follow workplace hygiene proceduresSITHPAT001A Prepare and produce pastries

SITHPAT002A Prepare and produce cakes

SITHPAT003A Prepare and produce yeast goods

or

SITHCCC014A Prepare pastries, cakes and yeast goods.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Prepare iced petits fours.	1.1 Prepare, cut and assemble sponges and bases according to standard recipes and enterprise requirements and practice. 1.2 Prepare ***fillings*** with the required flavours and consistency. 1.3 Bring fondant icing to the correct temperature and consistency to achieve required coating thickness and surface gloss. 1.4 Design and use ***decorations*** that enhance customer eye appeal.
2 Prepare fresh petits fours.	2.1 Pipe, bake, fill and *decorate* a selection of small choux paste shapes. 2.2 Prepare and blind bake sweet paste in small moulds or tins in a variety of shapes. 2.3 Prepare and use fillings with the required flavours and consistency. 2.4 Use appropriate garnishes, glazes and finishes to enhance flavour and eye appeal.
3 Prepare marzipan petits fours.	3.1 Flavour and shape quality marzipan appropriately, producing mini-size fruits. 3.2 Coat marzipan fruits to preserve desired eating characteristics and where required, soften with egg whites, pipe into shapes and seal or brown with applied heat, according to enterprise practice.
4 Prepare caramelised petits fours.	4.1 Select and coat fresh fruits or fruit segments with pale amber-coloured caramel. 4.2 Sandwich dried fruits or nuts or fill with flavoured marzipan and coat with pale amber-coloured caramel, according to specifications and enterprise standards.
5 Display petits fours.	5.1 Select and prepare appropriate ***receptacles*** for petits fours. 5.2 Display petits fours creatively to enhance customer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	appeal.
6 Store petits fours.	6.1 Store petits fours at correct temperature and conditions to maintain maximum eating characteristics, appearance and freshness.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- creative skills in decoration and presentation
- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment
- working methods used in production and display of petits fours
- defining and applying corrective steps to ensure quality control
- problem-solving skills to control quality
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- varieties and characteristics of petits fours, both classical and contemporary, including taste, texture, structure, shape and size appropriate for petits fours and in line with industry and enterprise standards
- historical and cultural aspects of petits fours
- underlying principles of making petits fours
- commodity knowledge, including quality indicators of petits fours ingredients
- principles and practices of hygiene, particularly in relation to ingredients and commodities and preparing and decorating petits fours
- culinary terms commonly used in the industry related to petits fours
- portion control and yield
- storage conditions for petits fours and optimising shelf life
- properties of the ingredients used and their interaction and changes during production.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare, present and display a diverse range of petits fours with consistency in size, shape, quality and presentation
- application of food hygiene and safety principles throughout the preparation, decoration and presentation process
- knowledge of the characteristics of petits fours, suitable decorations or garnishes, and the conditions required for optimum quality and presentation
- preparation, decoration and presentation of a range of petits fours within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial pastry kitchen as defined in the Assessment Guidelines
- access to a range of industry-current equipment for making petits fours, including:
- petit four moulds
- marble slab and silicon mats
- chocolate thermometer and saccharometer
- range of icing and decorating equipment, including variety of decorative combs, fine icing sugar sieves, crimpers of various sizes and designs, matfer type stencils for cigarette paste decoration techniques and fine piping tubes size 3 to 000, chocolate spray gun, fine paint brushes size 3 to 000 and silk screens for cocoa mass screen techniques
- dipping forks, petit four cutters and petit four dipping racks
- access to a range of presentation equipment, including:
- cake boxes of various sizes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- cake stands, including with clear cover and multi-tier, platters and mirrors, and cake boards
- refrigerated cake display cases or towers
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting petits fours
- questions about hygiene procedures, commodities, presentation and decoration techniques, and storage requirements to ensure optimum quality and food safety
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC013A Prepare hot and cold desserts.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Fillings may include appropriately flavoured:	• custard • cream • ganache.
Toppings and decorations may include:	• fresh fruits • glazes • fondant icing • chocolate.
Receptacles may include those made from edible and non-edible materials, including:	• chocolate • tulip paste • sugar lace • croquant • glass • crystal • ceramic • metallic platters and trays.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT008A Prepare and model marzipan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare, handle and model marzipan and to decorate, colour and present modelled items.

Preparing marzipan refers to combining manufactured marzipan paste, pure icing sugar and glucose syrup to a smooth paste of a consistency best suited for its intended purpose.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where marzipan is prepared and served, such as patisseries, hotels, restaurants and coffee shops.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare modelling marzipan.	1.1 Select, weigh and combine ingredients to achieve desired composition and characteristics of quality modelling marzipan.
	1.2 Identify potential problems and take appropriate preventative measures to maintain desired characteristics.
	1.3 Observe food hygiene principles and requirements.
2 Prepare moulded and modelled shapes.	2.1 Mould or model ***marzipan*** in a variety of figures, shapes and flowers.
	2.2 Apply appropriate colourings, decorations and coating agents to enhance appearance and presentation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3 Seal finished shapes to preserve freshness and eating characteristics and appearance.
3 Store marzipan products.	3.1 Store marzipan products at the correct temperature and in conditions to avoid excessive crust formation, drying out and hardening and to maintain maximum eating characteristics and appearance.
4 Use marzipan to cover cakes, gateaux, torten and petits fours.	4.1 Ensure surface of items to be covered is level and smooth.
	4.2 Roll out marzipan to specified size and thickness.
	4.3 Apply marzipan ensuring a smooth and seamless finish.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- creative skills in decoration and presentation
- handling and storing marzipan and marzipan products and recognising factors affecting their quality
- working methods used in production and display of marzipan, including the use of equipment for preparation and moulding
- defining and applying corrective steps to ensure quality control
- problem-solving skills to control quality
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- characteristics of marzipan, both classical and contemporary, including taste, texture, structure, shape and size appropriate for industry and enterprise standard marzipan products
- hygiene and food safety requirements relating to preparing, decorating, handling and storing marzipan

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- historical and cultural aspects of marzipan
- underlying principles of making marzipan
- commodity knowledge, including quality indicators of marzipan ingredients
- culinary terms commonly used in the industry related to marzipan
- portion control and yield
- storage conditions for marzipan and optimising shelf life
- properties of the ingredients used and their interaction and changes during production.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to present and display a diverse range of modelled and moulded marzipan products with consistency in size, shape, quality and presentation
- application of food hygiene and safety principles throughout the preparation, decoration and presentation process
- knowledge of the characteristics of marzipan and suitable decorations or garnishes and the conditions required for optimum quality and presentation
- preparation, decoration and presentation of a range of marzipan shapes within typical workplace conditions and timeframes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial pastry kitchen as defined in the Assessment Guidelines
- access to industry-current equipment for preparation and modelling of marzipan, including:
  - marzipan modelling tools and moulds, such as leaf, flower petal cutters, novelty moulds, crimpers of various sizes and designs, textured rolling pins and boards, piping tubes, dipping forks, fine piping

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

tubes size 3 to 000, and fine icing sugar sieves
    - marzipan refiner or high powered food processor, such as robot coupe
    - chocolate thermometer and saccharometer
    - marble slab and silicon mats
    - chocolate spray gun kit, or brown cocoa butter aerosol and airbrush
- access to presentation equipment, including:
    - cake stands, including multi-tier and clear cover, platters and mirrors, and cake boards
    - doilies in a range of shapes and sizes
    - presentation containers or boxes of various sizes
    - use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting modelled and moulded marzipan
- questions about hygiene procedures, commodities, presentation and decoration techniques and storage requirements to ensure optimum quality and food safety
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC013A Prepare hot and cold desserts
- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Handling of marzipan must include:	• modelling into shapes, figures or flowers • colouring, decorating, glazing and sealing • covering cakes, gateaux, torten and petits fours with marzipan.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT009A Prepare desserts to meet special dietary requirements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare of a range of desserts where aspects of nutrition, diet or allergies influence the composition and the ingredients able to be used. This would include diabetic desserts, low fat or low sugar desserts, or desserts that are free of commodities such as yeast, gluten or flour and other potential allergens or substances that can cause reactions in customers.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where desserts that meet special dietary requirements are prepared and served, such as health facilities. It also applies to commercial catering operations, hotels and restaurants that accommodate special diets in their menus.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHCCC013A Prepare hot and cold desserts

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare dietary desserts.	1.1 Select ***appropriate ingredients*** according to criteria for particular dietary requirements.
	1.2 Measure and weigh ingredients required, ensuring they are at the correct temperature according to recipe

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	requirements.
	1.3 Follow special dietary recipes or nutritional guidelines in producing dietary desserts.
2 Prepare sauces for dietary desserts.	2.1 Prepare hot or cold sauces to the required consistency, using appropriate flavours and ingredients, according to dietary requirements.
3 Store dietary desserts.	3.1 Store dietary desserts at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- creative skills in decoration and presentation
- defining and applying corrective steps to ensure quality control
- literacy skills to read recipes, menus and instructions
- numeracy skills to calculate portions and weigh and measure quantities of ingredients
- problem-solving skills to address special dietary requirements.

The following knowledge must be assessed as part of this unit:

- options for and preparation of desserts for special dietary needs and preferences
- hygiene and food safety requirements relating to preparing, decorating, handling and storing desserts for special dietary needs
- commodity knowledge, including quality indicators of ingredients and handling and storing of commodities
- properties of dietary ingredients used in a range of dessert recipes and the influence of each on processing and product quality
- culinary terms commonly used in the industry related to desserts for special dietary needs
- portion control and yield
- storage conditions for types of desserts for special dietary needs and optimising shelf life

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- knowledge and understanding of the Australian Dietary Guidelines.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to produce a range of desserts suitable for a variety of dietary requirements and intolerances • application of food hygiene and safety principles throughout the preparation, decoration and presentation process • knowledge of the characteristics of desserts for special dietary requirements and suitable decorations or garnishes and the conditions required for optimum quality and presentation • preparation, decoration and presentation of a range of desserts for special dietary requirements within typical workplace conditions.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a commercial kitchen or pastry kitchen as defined in the Assessment Guidelines, using industry-current equipment for making desserts • use of authentic ingredients.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of practical demonstration by the candidate of preparing, decorating and presenting desserts for special dietary requirements • questions about dietary needs and restrictions, hygiene procedures, commodities, presentation and decoration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

techniques, and storage requirements to ensure optimum quality and food safety
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate ingredients may include:

- those without known allergic reactions
- substitute ingredients such as gluten-free flour and non-sugar sweeteners
- low-fat or fat-free ingredients
- low-sugar or sugar-free ingredients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT010A Prepare and display sugar work

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare sugar for sugar work and to plan and produce sugar-based display pieces.

The preparation of sugar includes boiling to various predetermined temperature stages suitable for pulling, casting or blowing.

Pulling refers to manipulating boiled sugar after initial cooling, to incorporate air and to achieve elasticity and sheen.

Casting refers to pouring boiled sugar into prepared framework or moulds or into free-flowing shapes. The preparation of sugar casts also includes casting of individual segments, assembling, decorating and preparing for display and storage.

Blowing refers to creating shapes by blowing air through a blowpipe into boiled sugar of the correct temperature.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where sugar-based display items are prepared for display, such as patisseries, pastry shops, hotels, restaurants and catering enterprises.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Boil sugar.	1.1 Identify and assemble required ingredients according to standard recipes and enterprise requirements.
	1.2 Combine sugar and water and boil to required temperature, using ***specialised equipment*** for boiling

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	sugar correctly and safely.
	1.3 Follow preparation methods specified in standard recipes.
	1.4 Use colouring and flavourings appropriately, according to sugar products required.
	1.5 ***Handle boiled sugar solution safely*** according to safety requirements, standard recipes and enterprise practice.
2 Pull boiled sugar.	2.1 Manipulate boiled sugar to avoid crust forming.
	2.2 Turn out and pull sugar, using a suitable work surface and according to standard industry practice and safety requirements.
3 Store pulled sugar.	3.1 Portion pulled sugar according to intended use.
	3.2 Use correct packaging methods and vacuum-seal pulled sugar pieces.
	3.3 Use appropriate storage procedures to ensure extended shelf life.
4 Plan decorative sugar work.	4.1 Plan sugar work appropriate for the occasion, allowing adequate time for, or working within time available for, preparation.
	4.2 Produce sketches or outlines of required forms and shapes and identify colours, decorations and supports.
	4.3 Prepare formwork or moulds and working surface appropriately.
	4.4 Calculate required quantities of differently coloured sugar.
	4.5 Select and use appropriate equipment and materials.
5 Prepare sugar work.	5.1 Boil sugar, adding required colouring and arrest the temperature at the correct point for casting or blowing as required.
	5.2 Cast boiled sugar, shaping into desired forms or moulds, using appropriate techniques and skills and achieving correct and even thickness.
	5.3 Remove formwork from sugar at the correct stage of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	hardening and move sugar items to cool areas, where required, to accelerate cooling.
	5.4 Create sugar pieces using appropriate blowing techniques and suitable materials and equipment.
	5.5 Assemble sugar centrepieces to achieve balance, proportion and optimum strength.
	5.6 Decorate sugar work creatively, ensuring appropriateness for the occasion and creating customer appeal.
6 Display sugar work.	6.1 Display ***sugar work*** attractively to enhance food displays.
	6.2 Use sugar work to complement, harmonise and balance the displayed food.
7 Store sugar work.	7.1 Store sugar work according to establishment procedures, ensuring it is protected from humidity, dust and heat.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- handling and storing sugar work and recognising factors affecting quality and optimising shelf life
- safe boiling and handling of sugar and underlying principles of preparing sugar
- basic first aid for treatment of burns in case of accidents
- ability to pull, cast and blow sugar
- working methods used in production and display of sugar work, including the use of equipment
- creative skills in decoration and presentation
- defining and applying corrective steps to ensure quality control
- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- safety requirements relating to possible dangers when handling boiled sugar at high temperatures
- historical and cultural aspects of sugar work
- commodity knowledge, including quality indicators of ingredients used in sugar work
- culinary terms commonly used in the industry related to sugar work
- portion control and yield
- causes of premature crystallisation of boiled sugar and methods to avoid it
- properties of the ingredients used and their interaction and changes during production
- influence of cleanliness of materials used on the boiling process and quality outcome
- hygiene and food safety requirements relating to sugar work.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to produce a wide range of sugar work using pulling, casting and blowing
- application of safety and food hygiene principles throughout preparation, decoration, presentation and storage processes
- ability to produce sugar work of optimum quality and creativity
- preparation, decoration and presentation of a range of sugar work within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial kitchen or pastry kitchen, as defined in the Assessment Guidelines
- access to industry-current equipment for producing sugar work, including:
  - air conditioned room
  - heating lamp with red or white light and hair drier

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

with cold air setting or small cooling fan
    - blow torch
    - silicon paper and mats
    - heat resistant plasticine
    - saccharometer
    - marble slab
    - hand pump for blowing sugar
    - modelling tools, such as marzipan tools
    - airtight sugar display cases
    - assorted rings, moulds, metal bars and similar equipment usable for poured and moulded sugar work
    - cake wheels
    - scissors
    - suitable presentation bases, such as mirrors, tiles and platters
    - basket weave boards (round and oval shaped) complete with metal rods
    - disposable gloves for pulling and shaping sugar
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting sugar work
- questions about the preparation of and characteristics of quality sugar work, safe handling and hygiene procedures, commodities, presentation and decoration techniques, and storage requirements to ensure optimum quality and food safety
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC013A Prepare hot and cold desserts
- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specialised equipment for sugar work may include:	• sugar boilers • sugar thermometers • rubber mats • metal strapping • moulds • patterns • blowpipes • foil • plasticine • display stands and bases • spatulas • shears.
Safe handling of boiled sugar solution may include:	• using protective gloves and mitts where appropriate • covering exposed skin • ensuring all equipment has secure handles • avoiding drips and dribbles • using insulated pot rests.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Sugar work may be used for:

- centrepieces
- desserts
- decorations for cakes and desserts
- sweets.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT011A Plan, prepare and display sweet buffet showpieces

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan, prepare and display a wide range of showpieces appropriate for a sweet buffet display.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers in hospitality enterprises where sweet buffet display pieces are prepared and displayed, such as patisseries, chocolatiers, hotels, restaurants and catering enterprises.

Sweet buffet showpieces include decorative pieces prepared from sugar, chocolate, pastillage, croquant, marzipan or a combination of these.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITHOHS002A Follow workplace hygiene procedures

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan sweet buffet showpieces.	1.1 Plan ***showpieces*** appropriate for the occasion, allowing adequate time for, or working within time available for, preparation. 1.2 Produce sketches or outlines of forms and shapes required and identify colours, decorations and supports. 1.3 Select and use ***appropriate equipment*** and materials.
2 Prepare sweet buffet	2.1 Produce a variety of showpieces to industry standards and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
showpieces.	enterprise requirements.
	2.2 Shape selected materials into desired forms, using appropriate techniques and creative flair and skills.
	2.3 Assemble showpieces, considering balance, proportion and strength.
	2.4 Finish and decorate showpieces artistically, ensuring appropriateness for the occasion and creating customer appeal.
	2.5 Choose decorations in appropriate materials, suitable for the occasion.
3 Display sweet buffet showpieces.	3.1 Display showpieces attractively to enhance sweet buffet displays.
	3.2 Use showpieces to complement, harmonise and balance the displayed food.
4 Store sweet buffet showpieces.	4.1 ***Store*** showpieces according to establishment procedures and ensure that they are protected from humidity, dust and heat.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic first aid for treatment of burns in case of accidents
- handling and storing sugar work and recognising factors affecting quality and optimising shelf life
- artistic skills and creativity in planning and producing sweet buffet showpieces
- ability to pull, cast and blow sugar
- working methods used in production and display of marzipan, including the use of equipment for preparing and moulding
- defining and applying corrective steps to ensure quality control
- creative skills in decoration and presentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- literacy skills to read recipes, menus, instructions and orders
- numeracy skills to calculate portions and weigh and measure quantities of ingredients.

The following knowledge must be assessed as part of this unit:

- safety requirements relating to possible dangers when handling boiled sugar at high temperature
- knowledge and understanding of sugar boiling and handling techniques and of safety requirements relating to possible dangers when working with boiled sugar at high temperature
- knowledge and understanding of various techniques for handling chocolate, pastillage, croquant and marzipan, individually and in combination
- OHS requirements, including basic first aid for treating burns
- causes of premature crystallisation of boiled sugar and methods to avoid it
- properties of the ingredients used and their interaction and changes during production
- influence of cleanliness of materials used on the boiling process and quality outcome
- hygiene and food safety requirements relating to sugar work
- historical and cultural aspects of sugar work
- commodity knowledge, including quality indicators of ingredients used in sugar work
- culinary terms commonly used in the industry related to sugar work
- portion control and yield.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential:
	• ability to produce a range of sweet buffet showpieces using suitable materials, including examples from each of the following:
	  • sugar
	  • chocolate
	  • pastillage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- croquant
- marzipan

- application of safety standards throughout preparation, decoration, presentation and storage processes
- ability to produce sweet buffet showpieces of optimum quality and creativity
- preparation, decoration and presentation of a range of sweet buffet showpieces within typical workplace conditions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a commercial kitchen or pastry kitchen as defined in the Assessment Guidelines
- access to industry-current equipment for making sweet buffet items, including:
  - microwave oven
  - marzipan modelling tools
  - spirit burners with wicks and methylated spirits
  - wide variety of moulds, including plastic and metal egg moulds and novelty shapes, silicon rubber novelty moulds and shapes, metal or silicon leaf moulds
  - cake stands, including with clear cover and multi-tier, platters and mirrors, cake boards, socles and decorative cloths
  - nougat lacquer and sugar colours, water-based, paste colours, powdered colours or alcohol colours
  - storage trays and containers
  - calcium carbonate, pure alcohol, tartaric acid (stored in bottle with eye dropper lid) and quick lime
  - doilies in a range of shapes and sizes
  - round and oval-shaped basket weave boards complete with metal rods
  - large and small scissors, aluminium rolling pin, textured rolling pin, range of pastry brushes, fine icing sugar sieves, firm wire and pliers, small very fine strainers, fine piping tubes size 3 to 000, and fine paint brushes size 3 to 000
  - heat-resistant plasticine

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- marble slab, silicon paper and mats
- air brush kit complete with alcohol-based colours
- hair drier with cold air setting, or small cooling fan
- polystyrene boxes and satay sticks, or tooth picks
- airtight display cases, domes and containers
- access to specific equipment for preparing chocolate showpieces, including chocolate thermometer, dipping forks, chocolate spray gun kit, gold leaf, plastic acetate sheets, chocolate carving tools and pasta machine for modelling chocolate
- access to specific equipment for pastillage, including dried starch, sandpaper, stencils, wood saw, wooden boards, scalpels and a wide variety of cutters and moulds
- use of authentic ingredients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of practical demonstration by the candidate of preparing, decorating and presenting sweet buffet showpieces
- questions about the preparation and characteristics of sweet buffet showpieces, safe handling procedures, commodities, presentation and decoration techniques, and storage requirements to ensure optimum quality
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC013A Prepare hot and cold desserts
- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Showpieces for a buffet may include those made from:

- sugar: pulled, cast or blown
- chocolate
- pastillage
- croquant
- marzipan
- combination of these.

Appropriate equipment and materials may include:

- air brush spray equipment
- specialised equipment for preparing, moulding, casting and making freehand creations using sugar and marzipan work, chocolate, pastillage and croquant.

Storage may include:

- coolrooms and other temperature-controlled environments
- use of packaging materials and cases.

Unit Sector(s)

Sector Hospitality

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITHPAT012A Plan patisserie operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan patisserie operations in terms of layout, menu and storage and the production, display and service of patisserie products and suitable beverages.

It must be linked to other appropriate business management units, as this unit does not cover business planning, marketing and financial management.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to patissiers or cooks who want to operate a patisserie operation; for example, a patisserie, coffee shop or takeaway pastry outlet. It also covers operations that purchase ready-made pastry products prepared commercially and offered for sale to customers.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITXFSA002A Develop and implement a food safety program.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan layout of patisserie operation.	1.1 Develop a floor plan for kitchen, service, display and storage areas according to anticipated customer requirements and volume.
	1.2 Plan fixtures, furnishing, decor and equipment according to business objectives, budget and style of patisserie operation required and according to food safety and other regulatory requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Plan the product and service elements of patisserie operation.	2.1 Plan and design menu, identifying a range of appropriate ***menu items*** and beverages to meet market needs. 2.2 Prepare a ***work flow schedule*** for production and service according to expected customer volume and menu requirements. 2.3 Plan the display of items considering style of patisserie operation, required storage temperatures and visual appeal and according to the food safety program and regulatory requirements. 2.4 Plan the preparation, display and storage of items in line with appropriate OHS and food safety procedures and to ensure that the stock is protected from loss, contamination, spoilage, temperature abuse and pests.
3 Plan and organise storage for menu items.	3.1 Plan and organise storage for pastries, cakes and savoury items at the correct temperatures according to ***food safety*** requirements, and to maximise shelf life and ***product quality***. 3.2 Plan packaging that is appropriate for the preservation of freshness, taste and eating characteristics.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment
- problem-solving skills to develop a design within tight space restrictions
- high level literacy skills to develop comprehensive plans, including detailed, accessible policies, procedures, product specifications, monitoring documents and flow charts; and to read and analyse information about potential layout and equipment options
- numeracy skills to cost equipment
- critical thinking skills to allow for a rational and logical evaluation of the patisserie operation, including food preparation and storage; display and storage areas; identification

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

of hazards, customer needs, staffing and equipment needs; work flow schedules; product quality and budgetary considerations; enterprise practices; and regulatory requirements.

The following knowledge must be assessed as part of this unit:

- knowledge and understanding of the principles and requirements of the relevant legislation relating to:
  - OHS
  - hygiene and food safety
  - nutrition
  - licensing regulations
  - local health regulations
- knowledge and understanding of:
  - organisational skills and teamwork
  - menu planning and design
  - appropriate technical and culinary terms for patisserie operations
  - preparation of pastries, cakes and savoury products
  - cutting and serving pastries, cakes and savoury products
  - costing, yield testing and portion control
  - handling, portioning and serving ice-creams
  - buffet and table set-ups
  - coffee and tea preparation and beverage service
  - coffee shop equipment, its function and routine maintenance
  - defining and applying quality control
  - storage conditions for menu items and optimising shelf life, freshness and eating qualities
  - time management skills
  - communication skills
- varieties and characteristics of menu items offered
- underlying principles of making cakes, pastries and savoury items
- commodity knowledge, including quality indicators of ingredients.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to plan the layout, menu and storage aspects of a patisserie operation
- project or work activities that allow the candidate to demonstrate skills required to complete planning for the operation of a proposed patisserie operation
- knowledge of key hygiene and food safety issues relating to patisserie operations.

Context of and specific resources for assessment

Assessment must ensure:

- access to relevant product and equipment information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of plans and designs produced by the candidate for a patisserie operation within a nominated location
- evaluation of projects to propose enhancements to existing patisserie operation
- case studies to assess ability to tailor plans to different market conditions
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHPAT001A Prepare and produce pastries
- SITHPAT002A Prepare and produce cakes
- SITHFAB012B Prepare and serve espresso coffee
- SITHFAB016A Plan and monitor espresso coffee service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Menu items may include:	• pastries and cakes
	• savoury items such as quiche, and ham and cheese croissants
	• beverages such as:
	  • coffee
	  • tea
	  • cold carbonated drinks
	  • fresh juices
	  • milk
	  • soy-based drinks
	• ice-cream.

Work flow schedule must take into consideration:	• available facilities, staff, time and equipment • enterprise practices and regulatory requirements • food safety program.
Food safety practices may include:	• covering menu items on display • maintaining appropriate temperatures for different menu items

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Product quality requirements may include:	• food-handling practices. • warm or chilled service temperatures • eating qualities such as taste, texture and moisture content.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Patisserie

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE001B Work as a guide

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to work effectively as a guide. It covers key legal, ethical, safety, environmental and professional development issues that must be considered by guides in their day-to-day work. It is an essential skill for all guides and underpins all guiding activities.

All tour guides residing in any part of Australia are subject to the Queensland Tourism Services Act (2003) when working in Queensland. They do not need to register or meet any training or certification requirements but they can be fined if they participate in unconscionable conduct when selling Queensland-based tourism products and services.

This unit covers the requirement for guides to deliver tours according to legal and ethical requirements. The Queensland Tourism Services Act (2003) specifically deals with ethical practices. Therefore, training and assessment of this unit must take into account the specific requirements of this legislation as it has implications on all guiding activities when a guide operates within the Queensland borders.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function for guides working in a range of locations and in multiple tourism industry sectors and organisation types. Guides can work within a particular city, region and tourist precinct or at a single site, but commonly work across a variety of sites, cities and regions.

Guides are frontline personnel who operate with some level of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

autonomy or under limited supervision and guidance from others. They apply discretion and judgement within predefined organisational procedures and, when on tour, take the lead role without supervision. They may be engaged as employees or contractors or may perform guiding functions as one of the many occupational roles within their own small business. Guiding functions are undertaken by a diverse range of people such as tour guides, tour managers, tour directors, site guides, interpretative guides, walking guides, outdoor recreation guides, museum guides, heritage guides, cultural guides, nature-based guides, driver guides, specialist guides and owner-operators of small tour operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

of competency.	required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Apply knowledge of the guiding sector.	1.1 Conduct day-to-day guiding activities in a manner that takes account of the roles and responsibilities of different types of guides. 1.2 Identify key guide information sources and contacts. 1.3 Use industry knowledge and guide networks to enhance the quality of guiding services provided to customers.
2 Guide tours according to safety, ethical and legal requirements.	2.1 Conduct day-to-day guiding activities according to the legal requirements governing the industry. 2.2 Actively and regularly ***participate in risk assessments*** according to established organisational policies and procedures and identify situations where a risk assessment may be required. 2.3 Guide tours according to ***general ethics of guiding and specific ethical considerations*** for particular contexts. 2.4 Guide tours according to safety requirements and in a manner that minimises risk to customers and colleagues. 2.5 Guide tours in a manner that ***minimises any negative impact on the social or natural environment***.
3 Develop guiding skills and knowledge.	3.1 Identify and use ***opportunities to update the knowledge and skills*** required by guides. 3.2 Identify and access sources of assistance and support for guides when required. 3.3 Share knowledge with colleagues to enhance the quality of service provided to customers.
4 Communicate with	4.1 Articulate information clearly using industry acceptable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
tourism industry operators in English.	language. 4.2 Achieve mutual understanding and agree on details relevant to guiding activities. 4.3 Provide accurate information and explanations about customer requirements and any special requests. 4.4 Communicate according to ***social***, ***cultural and business requirements***. 4.5 Identify the nature and key facts of operational problems and provide an appropriate solution by consulting and openly communicating with the ***tourism operator***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to access appropriate risk assessment templates
- critical thinking skills to facilitate rational and logical analysis of ethical and environmental issues and the making of decisions on appropriate behaviours and actions
- speaking and listening skills to carry out predictable and creative communication in English involving daily transactions and interactions of a non-routine and varied nature.

The following knowledge must be assessed as part of this unit:

- general knowledge of the tourism industry and in particular tour operations and wholesaling sectors and the way that guiding fits into the tourism industry
- roles, responsibilities and career paths for different types of guides, including tour guides, tour managers, site guides, adventure guides, meet and greet guides, city hosts and driver guides
- roles and services provided to guides by peak body Guiding Organisations of Australia (GOA) and industry associations
- broad and working knowledge of industry and legal compliance requirements that affect guiding operations, including:
  - consumer protection laws
  - occupational licensing and industry accreditation
  - contents of various guiding codes of conduct or practice (e.g. GOA and Ecotourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

Association of Australia) and the impacts of compliance and non-compliance
  - public liability and the guide's duty of care
  - environmental laws
  - permit requirements for operating within regulated land managed areas
- Queensland Tourism Services Act (2003), associated requirements for guides when working in Queensland, the code of conduct imposed on inbound tour operators (ITOs) and impacts on guides when engaged by an ITO to work in Queensland
- safety issues that specifically affect guiding operations in particular contexts
- broad and working knowledge of risk management systems
- format and use of appropriate risk assessment templates
- the key features of environmental impact and minimal impact practices to be considered when guiding in environmentally sensitive areas
- key factors to consider in minimising negative impacts on the social and natural environments in which tours take place
- social, cultural and business conventions applicable to working as a guide.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • provision of guiding services in a safe, ethical and legally compliant manner • broad knowledge of roles and responsibilities of different types of guides • knowledge of safety, ethical, environmental protection and legal issues to be considered in specific guiding contexts • speaking and listening skills to communicate with industry colleagues in English and achieve mutual understanding on day-to-day operational requirements.
Context of and specific resources for assessment	Assessment must ensure: • working safely, ethically and legally within

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

commercially realistic guiding environments, e.g. at a tourist site, on a coach tour, in a national park or on a walking tour
- access to plain English documents that describe the legal requirements of the Queensland Tourism Services Act (2003), consumer laws and environmental management issues
- access to industry association membership information and codes of conduct
- interaction with others to ensure communication in English on practical guiding matters.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to work safely, ethically and legally as a guide. The following examples are appropriate for this unit:

- case studies and problem-solving to assess application of knowledge to different guiding situations and contexts, including analysis of ethical issues
- review of reports of guiding activities undertaken as part of industry placement and training with an industry operator
- role-plays to assess the candidate's ability to communicate in English on practical guiding issues
- written and oral questioning or interview to test knowledge of different guide roles, the content of industry codes of conduct and the content and impact of the Queensland Tourism Services Act (2003) and other legal issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTIND001B Develop and update tourism industry knowledge
- SITTGDE003A Coordinate and operate a tour
- SITTGDE004A Lead tour groups
- SITTTSL005A Sell tourism products and services.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Participation in risk assessments may involve:	• identifying hazards and conducting risk assessments individually or with others • reporting hazards and identifying a need for a risk assessment • using hazard identification and risk assessment template documents • making simple reports using template-reporting documents.
General ethics of guiding and specific ethical considerations may include:	• truth and honesty regarding all information given to customers • provision of services as promoted or confirmed • ethical dealings with local communities • compliance with specific requirements of industry codes of conduct or ethics • relationships with industry colleagues, customers and suppliers • cultural considerations • environmental considerations and sustainable practice.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Minimising any negative impact on the social or natural environment may involve:	• environmental sustainability of tourism destinations • using minimal impact practices to protect and sustain the natural and cultural integrity • guiding within the guidelines set by land management and protection authorities
Opportunities to update knowledge and skills and key guide information sources may include:	• industry seminars • training courses • familiarisation tours • participation or membership in professional guide associations • participation in industry accreditation schemes • use of industry codes of conduct or ethics • formal and informal research • internet research.
Social, cultural and business requirements may relate to:	• body language • cultural customs and mores.

Tourism operators may be:	• suppliers of any tourism product or service that is a component of the touring itinerary, including:
	  • coach company
	  • tour operators and cruise operators
	  • airlines
	  • accommodation providers
	  • food and beverage outlets
	  • attraction or theme parks
	• inbound tour operators
	• retail outlets, including:
	  • opal or souvenir outlets
	  • tax free stores
	  • factory outlets
	• other guides.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE002A Provide arrival and departure assistance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge to offer arrival and departure assistance to customers between transport terminals and accommodation. It requires the ability to check the customer's arrival and departure information, reconfirm all operational aspects of the transportation and accommodation, and provide customers with accurate information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function for guides working in a range of locations and in multiple tourism industry sectors and organisation types. The role may be undertaken by a range of personnel working for tour operating, tour wholesaling, event management or accommodation organisations; by hire car drivers and coach captains.

Tour managers, who accompany tour groups on extended touring programs, manage the logistics of all group arrivals and departures at each port and terminal throughout their tour.

Arrival and departure assistance can be provided at any international or domestic transport terminal and can be for groups or individual travellers.

The provision of arrival and departure assistance requires significant organisational, decision making and communication skills. Those tour guides, tour managers and other tourism operational staff who perform this function, at sometimes large and complex terminals, operate with some level of autonomy or under limited supervision and guidance from others. They apply

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

discretion and judgement within predefined organisational procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Conduct arrival transfers for visitor groups or individuals.	1.1 Check and note customer arrival information accurately, and implement promptly any action required to deal with alterations in schedule or delays. 1.2 Confirm transport for the correct time and place with transport supplier. 1.3 Employ identification techniques that allow customers to locate the guide at the ***transport terminal***. 1.4 Use available ***terminal facilities*** correctly and fully to assist in meeting customers. 1.5 Use passenger lists to accurately and legibly record arrivals, no-shows and other comments. 1.6 Establish and monitor arrangements for the transport of baggage from the terminal prior to the arrival of the customer. 1.7 Use checking procedures to ensure the correct number of baggage pieces and passengers are transported. 1.8 Follow established procedures for lost baggage promptly and correctly.
2 Deliver arrival information to visitors.	2.1 Greet customers in a manner that encourages positive feelings of goodwill towards the guide, the company, the region and Australia in general. 2.2 Provide customers with correct and adequate ***information and advice*** to introduce them to the local area.
3 Check in groups and individuals at accommodation.	3.1 Brief customers on ***accommodation*** check-in procedures to minimise confusion and time delay on arrival at accommodation venue. 3.2 Offer customers friendly and efficient assistance with accommodation check-in or facilitate check-in on behalf of customers. 3.3 Liaise with accommodation staff during check-in to minimise any communication difficulties between customers and accommodation staff.
4 Conduct departure	4.1 Verify departure details with carriers prior to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
transfers for groups and individuals.	commencement of transfer and take action according to a contingency plan if changes in schedule or other problems occur. 4.2 Organise customers for departure from accommodation in a manner that minimises disruption in the hotel lobby. 4.3 Use passenger lists to accurately check details of all departing passengers and ensure all are accounted for. 4.4 Check baggage prior to departure using procedures that ensure that no items are left behind. 4.5 Advise customers to check belongings for accommodation keys, items stored securely by the accommodation venue, tickets and passports. 4.6 Advise customers correctly regarding procedures for any taxes, duty free requirements, outgoing passenger cards and general procedures that apply to departure from transport terminal. 4.7 Obtain feedback on products and services courteously from customers and relay information accurately to the company. 4.8 Offer customers friendly and efficient assistance with transport check-in at the terminal or facilitate check-in on behalf of customers.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- verbal and written use of the 24-hour clock
- microphone techniques, as and when applicable to the operational context, e.g. for coach transfers
- interpretation of tourism industry jargon, especially terminal and transport codes, such as airline and airport city codes
- high-level communication skills to communicate with customers, terminal staff, transport operator staff and accommodation staff on sometimes complex issues like lost baggage and incorrect allocation of accommodation
- literacy skills to read and interpret customer and operational information, such as travel

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

vouchers, customer and technical itineraries, rooming lists and briefing instructions provided by tour operators

- writing skills to accurately and legibly record arrivals and departures, no-shows and other comments
- numeracy skills to count and check group members and the number of luggage pieces.

The following knowledge must be assessed as part of this unit:

- all main arrival and departure points and facilities within the local area
- in-depth knowledge of the local transport terminal facilities and procedures for arrivals and departures for all terminals within the local area
- guide identification techniques within transport terminals
- baggage collection and movement procedures within various local transport terminals and accommodation venues
- lost baggage procedures for the transport operators at the terminals
- accommodation check-in procedures for various customer types
- formats of and terminology used in standard customer travel documentation (e.g. rail, air and bus tickets; accommodation vouchers; and transfer vouchers) and operational documentation (e.g. operational or technical itineraries).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • conduct of arrival and departure transfers and ability to follow correct procedures at transport terminals and accommodation venues • effective communication of information to customers • coordination of multiple arrival and departure activities using different operational details for different customer groups to ensure consistency of performance • coordination of arrival and departure activities across multiple transport terminals, as applicable to the guide's location, to ensure that skills can be adapted to different terminal environments e.g. in a major city all terminals and types would be covered, in a regional

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

location the available types of terminals would be covered.

Context of and specific resources for assessment

Assessment must ensure:

- coordination of arrival and departure activities within fully operational transport terminals and accommodation venues, where security requirements permit
- access to and use of transport of a style used by local industry for the conduct of transfers
- involvement of transport suppliers and accommodation venues
- interaction with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- use of industry-current customer and operational documentation to support the arrival and departure process.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to offer arrival and departure assistance. The following examples are appropriate for this unit:

- direct observation of complete arrival and departure transfers conducted by the candidate
- review of arrival and departure assistance activities undertaken as part of industry placement and training with an industry operator
- review of documentation, such as passenger lists and baggage checklists recorded by the candidate
- case studies and problem-solving to assess ability to respond effectively to problems that occur during arrivals and departures
- written and oral questioning or interview to test knowledge of transport terminals, baggage procedures and travel documentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

for example:

- SITTGDE003A Coordinate and operate a tour
- SITTGDE007A Develop and maintain the general and regional knowledge required by guides.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Transport terminals may include:

- airports
- air charter facilities
- bus and coach terminals
- train stations
- shipping ports or cruise ship terminals.

Terminal facilities to be used may include:

- public address systems
- airside access
- special areas set aside for groups
- message boards
- communication systems between terminals and parking facilities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Information and advice to customers may include:	• general welcome and introduction • details of transfer procedures • details of check-in procedures • details of forthcoming tour arrangements • local time • local weather • money exchange rates and facilities • tipping • accommodation facilities • geography of hotel and immediate vicinity • overview destination information.
Accommodation may include:	• hotel • guesthouse • motel • resort • bed and breakfast • caravan park • camping grounds.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE003A Coordinate and operate a tour

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct a tour including multiple products, services and sites. It requires the ability to manage the tour logistics of a prearranged tour itinerary. The coordination of the delivery of the tour requires significant planning and organisational skills as well as the ability to liaise with suppliers and industry colleagues to maximise tour efficiency and customer service quality.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

The additional skills required to cohesively operate an extended tour covering multiple destinations and overnight stays are covered in SITTGDE005A Manage extended touring programs.

SITTGDE004A Lead tour groups, focuses on the communication, leadership and conflict resolution skills required by guides and on the ability to coordinate the movement of groups.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function. It applies to guides working in a range of locations and in multiple tourism industry sectors, but has particular application to guides engaged by tour operators, inbound tour operators and tour wholesalers. It may also be undertaken by driver guides and coach captains.

Tours can be provided at any international or domestic destination and can be for groups or individual customers. The complexity of the touring itinerary and its component parts will vary, but typically tours would be half-day or full-day and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

travelling within a city or region.

This unit has particular application to local guides and would not apply to a guide who works solely within one site. The unit also applies to tour managers who accompany tour groups on extended touring programs to manage the logistics of all group movements and touring arrangements at each destination throughout their tour.

Coordinating and operating a tour requires significant organisational, decision making and communication skills. Tour guides, tour managers and other tourism operational staff performing this function operate with a considerable level of autonomy or under limited supervision and guidance from others. They apply discretion and judgement within predefined organisational procedures and when on tour take the lead role without supervision.

It is critical that training and assessment is contextualised to meet the requirements of local tourism industry operations. Funding and hours allocated to pre-vocational training must allow for coverage of a broad scope of locations and destinations within the city or region in which the guide is training to work. This critical requirement will ensure that city or region-based local guides have the skills and knowledge required to operate tours to the range of different locations expected by local tourism industry operators.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan the logistics of tour delivery.	1.1 Plan the delivery of ***the tour*** according to ***briefing information or documentation from the tourism operator***.
	1.2 Identify hazards for customers and delivery personnel for all touring components, conduct a ***risk assessment*** and incorporate controls into management of tour logistics.
	1.3 Make tour preparations and ***consider specific issues to ensure customer needs are met***.
	1.4 Prioritise and action tasks required for tour preparation and conduct, in advance of tour commencement.
2 Brief and assist customers.	2.1 Welcome customers to the tour and provide an accurate briefing on ***tour practicalities and procedures***.
	2.2 Provide ***additional information and assistance*** to customers to enhance enjoyment of the tour.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Liaise with industry colleagues.	3.1 Liaise with ***industry colleagues*** to achieve smooth operation of the tour.
	3.2 Action requests from industry colleagues promptly and willingly wherever possible.
	3.3 Request assistance politely when required.
	3.4 Make agreements about individual and joint responsibilities during the tour.
	3.5 Make forward ***reconfirmations and bookings*** with suppliers in an accurate and timely manner.
	3.6 Interpret documentation from other organisations correctly and apply appropriately.
4 Manage the itinerary.	4.1 Conduct the tour to schedule and include all features as set down in the itinerary.
	4.2 Advise customers courteously and sensitively about unavoidable changes to itinerary.
	4.3 Re-plan the itinerary promptly when necessary to ensure all purchased inclusions or their equivalents are delivered and disruption to customers is minimised.
	4.4 Advise industry colleagues and suppliers affected by changes promptly and according to company procedures.
	4.5 Maintain contact with those fixing the problem when itinerary delays occur and employ negotiation techniques to minimise time delay and negative impact on customers.
	4.6 Keep customers accurately informed of reasons for delays and actions being taken to manage delays.
5 Deal with unexpected events.	5.1 Implement contingency plans without delay when unexpected events occur.
	5.2 Assess the situation and select appropriate action promptly.
	5.3 Follow company procedures strictly in the case of accidents or where safety of customers or colleagues may be threatened.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.4 Identify and access sources of assistance promptly.
	5.5 Amend tour to minimise impact on customer enjoyment.
6 Debrief tour.	6.1 Provide accurate and complete tour reports according to organisation guidelines.
	6.2 Provide accurate customer and personal feedback and other information to the company to assist with future improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to conduct a safety-based risk assessment and implement appropriate hazard controls
- interpretation of the specific needs of customers and any specific services previously promoted or confirmed to them
- interpretation of tourism industry jargon, especially product codes
- use of the 24-hour clock for itinerary timings
- high-level communication skills to communicate with customers, industry colleagues and suppliers about touring logistics and sometimes complex issues such as itinerary changes
- literacy skills to read and interpret customer and operational information, such as travel vouchers, customer and technical itineraries, and briefing instructions provided by tourism operators
- writing skills to complete documents such as hazard identifications, risk assessments, tour reports and written reconfirmations of touring arrangements accurately and legibly
- numeracy skills to calculate tour component times and translate from the 24-hour to 12-hour clock for customer use.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge appropriate to the specific touring itinerary and its component products and services
- the key features of culturally or environmentally sensitive areas to be visited and use of fundamental minimal impact practices to protect and sustain these

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- tourism industry, supplier networks and interrelationships that impact on the conduct of a multi-product and multi-site touring itinerary
- industry reconfirmation and booking procedures for tour components
- legal and liability issues affecting guides specifically in relation to domestic and relevant overseas consumer law regarding provision of services as advertised
- in-depth knowledge of planning procedures relating to the delivery logistics of a multifaceted touring itinerary and the management processes to be undertaken before, during and on completion of a tour
- tour management problems, and strategies to address these.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to plan for and operate the tour logistics of prearranged tour itineraries, comprising multiple products, services and sites in a safe and environmentally protective manner • knowledge of the tourism industry, supplier networks and interrelationships that impact on the conduct of a multi-product, multi-site touring itinerary • procedures for reconfirmation of touring components and mechanisms for solving situations and problems on tour • coordinating and operating multiple tours to ensure consistency of performance • delivery of multifaceted tours of a duration that reflect local industry product and practice, such as half-day tour and full-day tour • coordinating and operating multifaceted tours to a number of locations and destinations within the city or region in which the guide works or is training to work, including coverage of a range of full and half-day tours popular and available in that location e.g. half-day city tours or tours to regional destinations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- planning for and operating multifaceted tours within commercially realistic touring environments, including all operational elements of a commercial tour
- access to equipment and resources required for the delivery of tours, e.g. transport and venue access
- interaction with and involvement of a tourism operator for whom the tours are being conducted
- interaction with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- use of industry-current customer and operational documentation to support the delivery of a multifaceted touring itinerary.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to coordinate and operate a tour. The following examples are appropriate for this unit:

- direct observation of organisational and tour management skills by participating in a tour conducted by the candidate
- review of tour preparation notes or tour reports prepared by the candidate
- problem-solving case studies to assess ability to apply contingency and risk management skills to a range of different touring situations and problems
- written and oral questioning or interview to test knowledge of industry networks, tour management procedures and legal issues affecting tour management
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE004A Lead tour groups
- SITTGDE005A Manage extended touring programs
- SITTGDE006A Prepare and present tour commentaries

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	or activities.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

The tour may be a:	• half or full-day tour • extended tour • city or rural tour • cultural tour • ecotour • adventure tour • special interest tour.
Briefing information or documentation from the tourism operator may include:	• customer information • itinerary information • supplier information • special request notes • tickets, vouchers or other travel documentation for guide and group • supplier contact details • optional tour information • financial documents

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- promotional materials.

Risk assessment may involve assessment of:

- customers' abilities to fully engage in all activities (e.g. customer health issues)
- blocked, inaccessible tour routes
- health or safety hazards associated with weather and exposure, e.g. insufficient shade or protection from rain
- health or safety hazards associated with insufficient distance or protection from local wildlife
- crowd-related issues
- health or safety hazards associated with activities to be undertaken
- the cultural or environmental sensitivity of areas to be visited and use of minimal impact practices to protect and sustain these
- potential service delivery difficulties
- tight timing or scheduling.

Consideration of specific issues to ensure customer needs are met must include:

- type of customers
- customer special needs
- size of tour group
- length of tour
- specific itinerary requirements
- special requests
- style of commentary required
- location of tour
- climate
- equipment and resources required
- environmental and cultural considerations
- language considerations.

Tour practicalities and procedures to be communicated must include:

- tour itinerary or program, including route, schedule and highlights
- availability of free time
- health and safety procedures
- local culture, customs and security
- local regulations, including:
  - customs
  - immigration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- luggage
- specific site procedures
- procedures at tour stops
- any group rules, regulations and codes of behaviour
- the cultural or environmental sensitivity of areas to be visited and use of minimal impact practices to protect and sustain these.

Additional information and assistance that may be provided to customers may include:

- local events and activities
- options for free time activities
- optional tours and costs
- general directions
- local facilities.

Industry colleagues may include:

- host communities
- coach drivers
- tour managers
- local guides
- airlines
- tour operators
- product suppliers, including hotels, restaurants, attractions and retail locations
- land managers and other statutory authorities
- tour company office.

Reconfirmations and bookings may be for any touring product or service component and may include:

- accommodation venue
- restaurant
- catering provider
- ground transport
- airline
- charter airline
- scenic flight
- train
- retail outlet
- attraction
- guided tour within attractions and sites
- cruise
- local tour guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- optional tour.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE004A Lead tour groups

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate a group of touring customers. It focuses on the communication, leadership and conflict resolution skills required by guides. The unit requires the ability to coordinate the physical movement of groups.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Customer service and complaints resolution is covered in SITXCOM001A Work with colleagues and customers.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function for guides working in a range of locations and in multiple tourism industry sectors and organisation types. The unit can apply to any situation where a guide is involved in delivering a tour or activity to a group of customers. This would include multifaceted tours inclusive of multiple products and sites e.g. half-day tours of cities and regional destinations as well as tours of specific attractions and sites.

This unit can apply to cultural industries where group tours or activities take place in a museum, gallery, library, performing arts centre or zoo; to sport and recreation industries where groups participate in outdoor and adventure activities, such as guided bushwalking; and to any industry that operates tours at an industrial site, e.g. breweries, waste management facilities and factories.

The unit also applies to tour managers who accompany tour groups on extended touring programs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Leading tour groups requires significant organisational and communication skills. Guides who perform this function operate with a considerable level of autonomy or under limited supervision and guidance from others. They apply discretion and judgement within predefined organisational procedures and when leading groups take the lead role without supervision. The role is undertaken by tour guides, tour managers, tour directors, site guides, interpretative guides, walking guides, outdoor recreation guides, museum guides, heritage guides, cultural guides, nature-based guides, driver guides, coach captains, specialist guides and owner-operators of small tour operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate group movements.	1.1 Maintain the tour schedule wherever possible through effective communication with the group. 1.2 Use techniques to promptly attract group attention when required. 1.3 Advise the group sensitively and accurately about ways in which minimum disruption and disturbance can be caused to other tour members, host communities and the environment. 1.4 Complete physical group movements in an orderly manner, checking group numbers at appropriate times. 1.5 Advise customers of appropriate procedures if they become separated from the group. 1.6 Provide instructions in a manner and pace appropriate to the particular group. 1.7 Encourage customers to seek clarification of instructions where necessary. 1.8 Locate lost or late group members, ensure they rejoin the group and are advised of future need to comply with group movements.
2 Encourage group morale and goodwill.	2.1 Use ***techniques to build group cohesion*** during the tour. 2.2 Balance the needs of individuals and the group in the conduct of the tour.
3 Deal with conflicts and difficulties.	3.1 Assess potential for conflict promptly and take swift and tactful action should conflict arise, to prevent escalation and assist resolution. 3.2 Take appropriate action to deal with difficult tour members. 3.3 Respond to ***conflicts and difficulties*** in a manner likely to optimise the goodwill and morale of the group.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.4 Follow procedures for controlling drug or alcohol-affected customers according to company guidelines and legal requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to communicate with customers about the tour or activity movements, provide clear instructions and advise on procedures they must adhere to
- conflict resolution skills and strategies incorporating the skills and techniques of:
  - assertiveness
  - active listening
  - non-verbal communication
  - inclusive language style
  - problem-solving
  - negotiation
- numeracy skills to count tour members.

The following knowledge must be assessed as part of this unit:

- procedures for maximising efficiency of group movements
- procedures for locating lost or late group members and coordinating reunion with the group
- minimal impact practices to ensure minimum disruption and disturbance to host communities and the environment
- principles of group management and group dynamics
- communication and leadership techniques with particular application to guiding activities and building group cohesion
- types of conflict and people management issues likely to arise in a group touring situation and typical causes
- procedures for negotiating and resolving conflicts and difficulties
- conflict theory, including signs, stages, levels, factors involved and resolution.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- coordinating the movement of groups, using communication and leadership techniques that build group cohesion
- responding to people management problems and issues during group tours or activities
- knowledge of the range of conflict and people management issues that could arise during group tours or activities
- leading multiple tour groups to ensure consistency of performance
- leading group tours or activities of a duration that reflects local industry product and practice and of sufficient duration to allow the candidate to demonstrate techniques to build group cohesion.

Context of and specific resources for assessment

Assessment must ensure:

- leading tour groups within commercially realistic guiding environments, e.g. at a tourist site, on a coach tour, in a national park or on a walking tour
- interaction with customer groups of a size and nature that reflect the commercial environment in which the guide operates.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to lead tour groups. The following examples are appropriate for this unit:

- direct observation of the candidate's ability to coordinate the movement of groups by participating in tours conducted by the candidate
- direct observation of the candidate's people

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

management skills during the operation of group tours
- questioning group tour members as to the candidate's clarity of communication and leadership skills
- review of guiding activities undertaken as part of industry placement and training with an industry operator
- case studies and problem-solving to evaluate ability to apply solutions to different group conflicts and difficulties
- written and oral questioning or interview to test knowledge of conflict resolution, leadership and group motivation techniques and procedures relevant to the movement of tour groups
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE003A Coordinate and operate a tour
- SITTGDE005A Manage extended touring programs
- SITTGDE006A Prepare and present tour commentaries or activities
- SITTVAF002A Provide a briefing or scripted commentary.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Techniques to build group cohesion may include:

- encouraging interaction between group members
- group activities or games
- inviting individuals to address the group
- using the skills of individual group members in the operation of the tour
- focusing the group on shared experiences
- using seat rotation systems.

Conflicts and difficulties may involve:

- personal conflict between customers
- dominant or disruptive customers
- customers who cause disruption and disturbance to other tour members, host communities and the environment
- negative customers
- subgroups or cliques within the group
- perception of favouritism by guide
- dissatisfaction with the tour.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE005A Manage extended touring programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate an extended touring program of more than one day's duration. It requires the ability to manage all tour logistics taking a holistic approach to the touring program and to solve touring and group member problems. It also requires the ability to ensure the ongoing welfare and satisfaction of group tour members and to develop and maintain group cohesion and rapport throughout the touring program.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function. It applies to those who work in a range of locations and in multiple tourism industry sectors, but has particular application to personnel engaged by tour operators, inbound tour operators and tour wholesalers. It applies to those industry personnel known as tour managers, tour directors, tour leaders and tour escorts, who lead extended tours both within Australia and overseas.

Extended touring programs would usually cover multiple destinations and overnight stays but could also cover those tours that operate just one or two overnight stays to one or two destinations. The complexity of the touring itinerary and its component parts will vary.

The logistical management of extended touring programs requires significant organisational, decision making and communication and negotiation skills. Those tour managers who perform this function operate with a considerable level of autonomy or under limited supervision and guidance from

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

others. They apply significant discretion and judgement within predefined organisational procedures. When on tour they take the lead role without supervision, only referring problems to the tourism operator when absolutely necessary.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITTGDE003A Coordinate and operate a tour

SITTGDE004A Lead tour groups.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage touring arrangements.	1.1 Manage all tour logistics taking a holistic approach to the whole ***touring program*** at all times.
	1.2 Conduct touring program according to the prearranged touring itinerary.
	1.3 Make forward ***reconfirmations and bookings*** progressively throughout the program.
	1.4 Reconfirm or arrange ***operational details*** progressively throughout the program.
	1.5 ***Reorganise and adjust touring arrangements*** when required within the scope of individual responsibility.
	1.6 Make major adjustments within budget according to ***controlling office*** guidelines.
	1.7 Make adjustments to touring arrangements in the context of the whole program.
	1.8 Maintain ongoing contact with controlling office and forward suppliers as required.
2 Liaise and negotiate with others.	2.1 Maximise operational efficiency and customer service levels by effective ***liaison and negotiation*** with all those contributing to the operation of the program.
	2.2 Conduct negotiations in a businesslike and professional manner within the relevant cultural context.
	2.3 Conduct negotiations in the context of the entire touring program.
	2.4 Conduct negotiations to take account of the overall relationship between the organisation and the other stakeholders.
	2.5 Select communication and negotiation style appropriate to the circumstance.
	2.6 Use negotiation and communication techniques to maximise the chances of an acceptable outcome for all parties.
	2.7 Note and confirm accurately in writing all agreements as required by specific circumstances.
	2.8 Provide relevant information to the controlling office

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	promptly and as required by organisation guidelines.
3 Develop and maintain group rapport.	3.1 Develop and maintain a team spirit for the duration of the program.
	3.2 Gain the trust and confidence of the group through the demonstration of professional competence and integrity and ensure customer satisfaction with the touring program.
	3.3 Use leadership and communication skills to foster group cohesion.
	3.4 Encourage customer participation and group interaction.
	3.5 Identify and assess potential conflict within the group promptly and should conflict arise, take appropriate action to assist resolution.
4 Solve problems that arise on tour.	4.1 Identify and consider ***problems*** promptly from both an operational and customer service perspective in the context of the entire touring program.
	4.2 Initiate short-term action to resolve the immediate problem where appropriate.
	4.3 Analyse problems for any long-term commercial impact and assess and action solutions.
	4.4 Present a positive image of the organisation and its contracted suppliers at all times.
	4.5 Take responsibility for resolving the problem within the scope of individual authority and to ensure customer satisfaction.
	4.6 Consult the controlling office when required and appropriate to resolve problems outside scope of guidelines and responsibility.
	4.7 Take appropriate follow-up action to monitor the effectiveness of chosen solutions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of the specific needs of customers, their level of expectation and satisfaction with touring arrangements
- critical thinking skills to facilitate rational and logical analysis of such things as customer dissatisfaction and logistical touring problems, and appropriate solutions to be applied
- high-level communication and negotiation skills to deal with customers, industry colleagues and suppliers about touring logistics and complex issues, such as itinerary changes
- literacy skills to read and interpret customer and operational information, such as travel vouchers, customer and technical itineraries provided by tourism operators, and manifests provided by suppliers, e.g. rooming lists
- numeracy skills to calculate tour component times, to translate from the 24-hour to 12-hour clock for customer use, and to calculate the cost of changes to itineraries.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge appropriate to the specific touring itinerary and its component products and services
- the key features of culturally or environmentally sensitive areas to be visited and use of fundamental minimal impact practices to protect and sustain these
- policies, procedures and guidelines issued by the controlling tourism operator
- tourism industry, supplier networks and interrelationships that impact on the conduct of an extended touring program
- in-depth knowledge of planning the delivery logistics of an extended touring program and the management processes and procedures to be undertaken before, during and at the completion of a tour to maximise the efficiency of extended touring programs
- negotiation techniques and their application to different tour managing contexts
- leadership, motivation and communication techniques and their application to different tour managing contexts.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- holistic management of all tour logistics for an extended touring program
- ability to ensure the ongoing welfare and satisfaction of group tour members and develop and maintain group cohesion and rapport throughout the touring program
- ability to apply effective negotiation and contingency management techniques to deal with the range of practical and people-related problems and issues that arise during the operation of an extended tour
- knowledge of communication, negotiation, leadership and motivation techniques
- delivery of an extended touring program of a duration that reflects local industry product and practice and of sufficient duration to allow the candidate to demonstrate techniques that build group rapport.

Context of and specific resources for assessment

Assessment must ensure:

- coordination and operation of an extended group touring program within commercially realistic touring environments, including all the operational elements of a commercial tour
- access to equipment and resources required for the delivery of the program, e.g. transport and accommodation venues
- interaction with and involvement of a tourism operator for whom the extended program is being conducted
- interaction with customer groups of a size and nature that reflect the commercial environment in which the tour manager operates
- use of industry-current customer and operational documentation to support the delivery of an extended touring program.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to manage extended touring programs. The following examples are appropriate for this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- direct observation of the candidate's ability to holistically manage all tour logistics by participating in tours conducted by the candidate
- direct observation of the candidate's people management skills during the operation of group tours
- direct observation of the candidate's communication, negotiation and problem-solving skills by participating in an extended tour conducted by the candidate
- questioning group tour members as to the candidate's clarity of communication, and leadership and motivational skills
- review of tour management activities undertaken as part of industry placement and training with an industry operator
- review of tour preparation notes, checklists and tour reports prepared by the candidate
- problem-solving case studies to assess ability to apply people management and contingency management skills to a range of different touring situations, including emergency situations
- written and oral questioning or interview to test knowledge of tour management procedures, leadership, motivation and communication techniques and tourism industry networks relevant to the management of extended tours
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE002A Provide arrival and departure assistance
- SITTGDE006A Prepare and present tour commentaries or activities
- SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Types of extended ***touring programs*** may include:	• general sightseeing tours • ecotours • adventure tours • camping tours • cultural and historical tours • cruise programs • pre and post-conference tours.
Reconfirmations and bookings may be for any touring product or service component and may include:	• accommodation venues • restaurants • catering providers • ground transport • airlines • charter airlines • scenic flights • trains • retail outlets • attractions • guided tours within attractions and sites • cruises • local tour guides • optional tours.
Operational details may include:	• management of passenger travel documentation, such

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	as: • airline tickets and vouchers • seat allocations or boarding passes • travel vouchers • luggage coordination • documentation preparation • group currency requirements • customs and immigration procedures and requirements • seat rotation • check-in and check-out procedures • local touring liaison.
Reorganisation and adjustment of touring arrangements may include:	• developing alternative routes • re-booking one or multiples services • organising new or replacement documentation • renegotiating cost.
Controlling office refers to the tourism operator that has engaged the tour manager as its representative for the delivery of the tour and may include:	• inbound tour operator • tour operator • outbound tour wholesaler • event management organisation • professional conference organiser • destination marketing company.

Liaison and negotiation may be with:	• coach drivers
	• local guides
	• tour leaders accompanying group from home country
	• interpreter guides
	• traditional owners
	• airlines
	• tour operators
	• hotels
	• restaurants
	• attractions
	• retail locations
	• government authorities, including:
	  • land management agencies
	  • customs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- immigration.

Problems may include:

- unexpected delay
- missed connection
- hotel or supplier overbooking situation
- change of accommodation
- supplier driven change of date and time of supply or change to alternative supplier
- passenger sickness, injury or death
- loss of personal valuables and documents e.g. passport
- passenger robbery
- lost luggage
- equipment and transportation in contingency situations, e.g. coach breakdown
- lost passengers
- late passengers
- group conflict or dissatisfaction
- customers who cause disruption and disturbance to other tour members, host communities and the environment
- service complaints
- poor supplier performance
- political unrest in area of tour
- inclement weather conditions, such as:
  - fire
  - flood
  - storm
  - cyclone
- lack of access to tour areas, including:
  - road closures
  - road blockages.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE006A Prepare and present tour commentaries or activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and present commentaries or activities to customers. Its main focus is on the need to use effective interpretation and presentation techniques to ensure customer participation and enjoyment. Tour guides may have generalist or specialist knowledge and the diversity of information imparted is immense and immeasurable.

This unit does not focus on the knowledge base but on the skills required to prepare and present information. The unit goes beyond the delivery of fully-scripted commentary and requires significant creative input. SITTPPD005A Plan and develop interpretive activities, is dedicated to the actual development of interpretive activities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Interpreting and presenting information to visitors is a key function for guides working in a range of locations and in multiple tourism industry sectors and organisation types.

This unit can have broader industry application and can apply to cultural industries where delivery of a commentary or activity takes place in a museum, gallery, library, performing arts centre or zoo; sport and recreation industries for commentaries or activities that are linked to outdoor and adventure activities such as guided bushwalking; and to any industry that operates tours at an industrial site, e.g. breweries, waste management facilities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and factories.

It applies to frontline personnel who operate with some level of autonomy or under limited supervision and guidance from others. The role is undertaken by a diverse range of people such as tour guides, tour managers, tour directors, site guides, interpretive guides, walking guides, outdoor recreation guides, museum guides, heritage guides, cultural guides, nature-based guides, driver guides, coach captains, specialist guides and owner-operators of small tour operations.

It is critical that training and assessment is contextualised to meet the requirements of local tourism industry operations. Funding and hours allocated to pre-vocational training must allow for a broad scope of guiding contexts to be covered to allow for broad vocational outcomes and utility of the graduate to the local industry. Pre-vocational training should also cover a broad scope of locations and destinations within the city or region in which the guide is training to work. This critical requirement will ensure that city or region-based local guides have the skills and knowledge required to deliver commentary for the range of different locations expected by local tourism industry operators.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare commentaries or activities for presentation to customers.	1.1 Select and organise appropriate information to meet the ***needs of specific customers***, operational contexts and timing restrictions. 1.2 Select or develop appropriate themes as a basis for commentaries or activities. 1.3 Construct ***commentaries or activities*** to maximise the potential for customer enjoyment and learning. 1.4 Obtain, check and assemble all support materials in advance of the tour or activity.
2 Present commentaries or activities to customers.	2.1 Use interpretive and presentation techniques to combine entertainment and learning and to enhance the quality of the experience for the customer. 2.2 Use language appropriate to the customer group. 2.3 Present current, accurate and relevant information in a logical order.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Present information of appropriate depth and breadth for specific customer needs.
	2.5 Present information in a manner that demonstrates cultural and social sensitivity.
	2.6 Pace the presentation according to timing requirements and ***operational context***.
	2.7 Use ***equipment and resources*** correctly and identify and report any equipment defects promptly.
3 Interact with customers.	3.1 Encourage customer participation within safety requirements through effective use of interpretive and presentation techniques.
	3.2 Invite questions and feedback from customers both during and at the conclusion of any commentary or activity.
	3.3 Answer questions courteously and correctly and, if required, involve the whole group by repetition of the question and delivery of answer audible to all.
	3.4 Where the answer to a question is unknown, offer to supply the answer at a future time or refer the customer to other information sources.
	3.5 Maintain communication with appropriate colleagues as required by specific tour or activity circumstances.
	3.6 Implement contingency plans without delay when ***unexpected events*** occur and amend presentation format, order or structure to minimise impact on customer enjoyment.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- microphone techniques, as and when applicable to the operational context of delivering the tour commentary or activity, e.g. a coach touring context
- interpretation of specific customer needs and any specific services previously confirmed

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

with customer
- high-level communication skills to facilitate the gathering and analysis of complex information and interpret and adapt this for simpler communication to customers
- creative communication techniques for interpretive commentaries or activities, including such things as storytelling, role-play, games, sensory awareness exercises and illustrated talks
- high-level communication skills to present in an informative, engaging, educational and enjoyable manner and interpret and answer customer questions.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of subject matter being presented which will vary according to context
- presentation and interpretive techniques, including the role and use of:
  - humour
  - body language
  - role-play
  - voice techniques
  - storytelling
  - games and activities
  - sensory awareness exercises
  - visual aids and props
  - positioning
- safety and emergency procedures for relevant locations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to select information and prepare commentaries or activities to meet a specific need • ability to use interpretive and presentation techniques to create customer-focused, informative and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	entertaining experiences for customers • preparation and presentation of multiple commentaries or activities covering a range of topics that meet the differing needs of various customer groups to ensure consistency of performance (for city or region-based generalist guides, this should include the delivery of information that covers different destinations within the city or region • presentation of activities and commentaries of a duration that reflects local industry product and practice • preparation for and presentation of commentaries or activities within multiple guiding environments (e.g. at a tourist site, on a coach tour, in a national park or on a walking tour) to ensure that skills can be adapted to different guiding contexts.
Context of and specific resources for assessment	Assessment must ensure: • preparation for and presentation of commentaries or activities within commercially realistic guiding environments (e.g. at a tourist site, on a coach tour, in a national park or on a walking tour) • use of industry-current equipment for presentation that will vary according to the operational context of delivering the commentary or activity (e.g. a microphone is essential equipment for coach touring) • presentation to and interaction with customer groups of a size and nature that reflect the commercial environment in which the guide operates.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to prepare and present tour commentaries or activities. The following examples are appropriate for this unit: • direct observation of the candidate presenting commentaries or activities and using equipment effectively • questioning tour members as to the candidate's communication skills, breadth of knowledge and ability to deliver knowledge in an interesting way • case studies to assess ability to tailor activities and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

information to suit particular customer needs
- case studies and problem-solving to assess ability to respond effectively to problems that occur during activities or commentaries
- written and oral questioning or interview to test knowledge of interpretive and presentation techniques
- review of guiding activities undertaken as part of industry placement and training with an industry operator
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- 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
- SITTGDE010B Prepare specialised interpretive content on flora, fauna and landscape
- SITTGDE011B Prepare specialised interpretive content on marine environments
- SITTGDE012B Prepare specialised interpretive content on cultural and heritage environments
- FDFCDSWTB Promote wine tourism information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Needs of specific customers may vary according to:	• geographic origin • cultural background • age • disability • educational level • special interests • requested coverage.
Commentaries or activities may relate to a range of subjects, including:	• history and heritage • culture • art • natural environment • built environment • wildlife • domestic and farm animals • birds.
Operational context may relate to:	• coach touring • guided walks • guided site activities • entertainment-based tours, such as ghost tours.
Equipment and resources may include:	• microphone, where applicable to the operational context and assessed as necessary (e.g. on a coach) • audiovisual equipment • videotapes and DVDs • props.
Unexpected events may include:	• systems failure • equipment failure • injury, accident or death • adverse weather conditions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- inappropriate customer behaviour
- customers who cause disruption and disturbance to other tour members, host communities and the environment
- unpredictable animal behaviour
- sudden closures
- change of access
- customer health issues, causing a reassessment of physical abilities.

Unit Sector(s)

Sector Tourism

Competency field

Guiding.

Co-requisite units

This unit involves substantial knowledge of the subject matter around which the commentary or activity is based. This knowledge must be thoroughly assessed.

Assessment with one of the following co-requisite units of competency, unless previously completed, is required:

- 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
- SITTGDE010B Prepare specialised interpretive content on flora, fauna and landscape
- SITTGDE011B Prepare specialised interpretive content on marine environments
- SITTGDE012B Prepare specialised interpretive content on cultural and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

heritage environments

- FDFCDSWTB Promote wine tourism information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research information on Australia for presentation to customers. It requires broad general knowledge of Australia and a breadth and depth of regional and location-specific knowledge, highlighting the need for ongoing research to update and expand the guide's knowledge.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Specialised skills and knowledge relating to cultural and heritage sites and natural environments are found in other units:

- SITTGDE010B Prepare specialised interpretive content on flora, fauna and landscape
- SITTGDE011B Prepare specialised interpretive content on marine environments
- SITTGDE012B Prepare specialised interpretive content on cultural and heritage environments.

The skills required to prepare and present information are covered in SITTGDE006A Prepare and present tour commentaries or activities.

Application of the Unit

Application of the unit

Interpreting and presenting information and knowledge to visitors is a key function for guides who work in a range of locations and in multiple tourism industry sectors and organisation types. They must have an essential knowledge base to support this delivery.

Wherever guides are located or travel, they provide Australia-wide and region-specific information and the diversity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

of information imparted is immense and immeasurable.

This unit does not require an in-depth knowledge of every feature of Australia or every regional location. It focuses on the ability to collect and interpret general information on Australia and the regional or location-specific information required by guides.

It applies to frontline guiding personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as tour guides, tour managers, tour directors, site guides, interpretative guides, walking guides, outdoor recreation guides, driver guides, specialist guides and owner-operators of small tour operations.

Guiding personnel are expected to have a breadth and depth of knowledge in order to satisfy the information needs of their customers and funding and hours allocated to training must reflect this industry requirement. Training and assessment programs must:

- cover the broad range of knowledge covered within the required skills and knowledge section of this unit
- ensure that the depth of knowledge covered is sufficient to meet the requirements of a guide
- tailor the regional knowledge base to cover specific aspects of the local region
- allow for guides who have moved to different locations to participate in retraining.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research information on Australia and the local region.	1.1 Identify subjects of potential customer interest, based on direct contact with customers and consultation with industry colleagues.
	1.2 Identify the key information sources frequently used by guides.
	1.3 Evaluate the credibility and reliability of information sources.
	1.4 Select and use ***formal and informal research techniques*** appropriately to access current, accurate and relevant information about Australia and the local region.
	1.5 Obtain information in a culturally appropriate way.
2 Prepare information for guiding activities.	2.1 Create and update accurate ***personal reference materials using a filing system*** that allows quick and efficient access and retrieval.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.2 Organise information to reflect the needs of customers and the way in which information may be presented during a guiding activity.
	2.3 Identify themes and messages from research to meet specific customer needs.
3 Update general knowledge of Australia and the local region.	3.1 Identify and use ***opportunities to maintain the currency of general knowledge*** about Australia and the local region.
	3.2 Incorporate updated knowledge into guiding activities regularly and in a culturally appropriate way.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills
- interpretation of the specific information needs of customer groups and specific customers
- literacy skills to source, read and interpret complex general information on Australia and regional or location-specific information.

The following knowledge must be assessed as part of this unit:

- key information sources frequently used by guides
- a depth of knowledge to satisfy the information needs of the guide's customers and the expectations of the tourism operators who will engage the guide
- aspects of Australia in general and in-depth knowledge of the specific aspects of the local region, which must include the following broad knowledge base:
  - history (historical development of Australia and the local region, major historical events and prominent individuals, key dates and overview of Australian Indigenous history)
  - government and politics (general structure, political parties, major political figures, and current federal, state and local political issues)
  - economy (overview of current state of the economy, and key features of the local

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

economy and local industry)

- trade (key exports and main trading partners)
- education (overview of school and higher education systems and comparison of systems to those of other countries or states)
- climate (weather patterns, including any extreme conditions, impact of climate on lifestyle and stories associated with climate in a local area)
- geography and geology (major land formations, landmarks, natural attractions and their key features for both Australia and the local region)
- architecture (major styles and their proponents, key buildings, their heritage and current use, and structures both in Australia and the local area)
- cultural elements (overview of Indigenous cultures within Australia, different cultures within Australia and the local area, cultural activities and local customs)
- lifestyle (key features of the day-to-day living patterns of Australians and local people, and family and social customs)
- art, theatre, music and literature (key Australian performers, writers and artists, major works by Australians and major cultural events)
- religion (religious make-up of Australia and the local area, and aspects of religious practices)
- natural environment and tourism (how the environment is a tourism asset, impacts of tourism on the environment, and land management in Australia including the role of national parks)
- flora and fauna (overview of native flora and fauna, their characteristics and key locations)
- transport (main transport systems, usage of different forms of transport across Australia, historical development of different forms of transport and current transport within the local region)
- agriculture (Australia's history as a primary producer, key products of Australia, current issues, past and current agricultural aspects of the local region)
- science and technology (Australia's contribution both past and present, prominent individuals and key discoveries)
- sport (main Australian sporting activities, Australia's sporting record, local sporting focus, sporting facilities and sporting comparisons with other countries or areas)
- food (local dishes and produce)
- wine (Australian wine styles, major wine areas, specific wine areas and wines produced within the local region)
- shopping (key locations and local products)
- tourism services and local facilities of interest to visitors (currency exchange locations, tour booking offices, accommodation, attractions, banks, dry cleaners and medical facilities)
- current events in Australia and the local region.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- required breadth of knowledge of Australia and the local region as specified in this unit, to a level and familiarity sufficient to:
  - develop coherent and interesting interpretations for customers
  - answer typical questions asked by customers on given topics
- ability to source initial and updated information to meet differing customer needs and to ensure that information supplied is current.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed and used appropriate computers, communication technology, information programs and publications to facilitate the processes involved in conducting research of general and local knowledge.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to source and apply the general and location-specific knowledge required by guides. The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to deliver interpretive commentaries or activities
- questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions
- review of guiding activities undertaken as part of industry placement and training with an industry operator

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of a research portfolio to assess the candidate's ability to research current and accurate information
- written and oral questioning or interview to assess the candidate's use of appropriate information sources
- written and oral questioning or interview to test knowledge of Australia and the local area
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE002A Provide arrival and departure assistance
- SITTGDE003A Coordinate and operate a tour
- SITTGDE005A Manage extended touring programs
- SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Formal and informal research**, **techniques and ***opportunities to maintain the currency of knowledge*** may include:	• talking and listening to local experts • talking and listening to traditional owners • personal on-site observation and exploration • organising information from own memory and experiences • watching television, videos and films • listening to radio • reading newspapers, books and other references • internet • industry association membership • attending seminars or conferences.
Personal reference materials and filing systems may include:	• card reference systems • computerised database of information • notes based around different themes or characters • notes for specific touring routes or locations • notes for specific customer interests • notes for particular types of customer groups, e.g. from particular countries or with special interests • chronologies of major events • storylines • customer profiles, e.g. interest profiles for particular age groups and nationalities.

Unit Sector(s)

Sector Tourism

Competency field

Guiding.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units	Assessment with the following co-requisite unit of competency, unless previously completed, is required: SITTGDE006A Prepare and present tour commentaries or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE008A Research and share general information on Australian Indigenous cultures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research and share information about Australian Indigenous societies in a culturally appropriate way. It focuses on information that is widely available to the general community. The unit recognises that there is no single Australian Indigenous culture and emphasises the importance of culturally appropriate behaviour and local community consultation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit does not include in-depth interpretation of local Australian Indigenous cultures, which is covered in SITTGDE009A Interpret aspects of local Australian Indigenous culture.

Application of the Unit

Application of the unit

The sharing of information on Australian Indigenous cultures with visitors is a key guiding function for many people who work in a range of locations and in multiple tourism industry sectors and organisation types. They must have an essential knowledge base to support this activity. The information sourced and shared could relate to Australian Indigenous countries across Australia and cover a broad knowledge of Indigenous cultures. It could also cover knowledge of a specific Australian Indigenous country and culture. The breadth and depth of knowledge does not have to be extensive to meet the requirements of this unit.

Those people sharing the information may not identify themselves as tour guides and may work at a particular cultural site. However, this unit can apply to any type of tour guide,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

including those who operate in a particular city, region, tourist precinct or site; those who work in a variety of sites, cities, and regions; and those who cross regional, state and territory borders regularly while accompanying travellers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research general information on Australian Indigenous cultures.	1.1 Identify sources of ***information*** and conduct accurate ***research*** into Australian Indigenous cultures.
	1.2 Interpret written sources of information, extract the required information, and check for accuracy and any required permission to disseminate to local communities prior to use.
	1.3 Access information from other than written sources in a culturally appropriate way.
	1.4 Demonstrate behaviour that shows respect for local Australian Indigenous culture and customs and follow correct protocols when seeking information.
	1.5 Share knowledge gained with work colleagues to increase cultural awareness and understanding in the organisation.
2 Share general information on Australian Indigenous cultures with customers.	2.1 Identify and use Indigenous interpreters where possible and within scope of individual responsibility.
	2.2 Provide customers with guidance on appropriate behaviours when interacting with Indigenous interpreters or communities.
	2.3 Share accurate information on Australian Indigenous cultures with customers.
	2.4 Include reference to the diversity of Australian Indigenous cultures when sharing information.
	2.5 Share information in a manner respectful of local community values and customs.
	2.6 Share information in a manner that enhances customer understanding of Australian Indigenous cultures.
	2.7 Answer customer questions in a polite and friendly manner and according to community wishes about what information can be shared with customers.
	2.8 Respond to culturally inappropriate customer behaviour promptly and in a manner that minimises the likelihood of offence being taken.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills and techniques for acquiring and maintaining current information generally available about Australian Indigenous cultures
- literacy skills to source, read and interpret sometimes complex information on Australian Indigenous cultures
- communication skills, including cross-cultural skills and awareness of Indigenous communication techniques.

The following knowledge must be assessed as part of this unit:

- protocols for researching and sharing information about Australian Indigenous cultures
- copyright and intellectual property issues associated with the sharing of information
- general knowledge of Australian Indigenous cultures in general
- general knowledge of the specific Australian Indigenous culture within the particular regional location.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • researching and sharing accurate information about Australian Indigenous societies in a culturally appropriate way • knowledge of the protocols that apply to researching and sharing information generally available about Australian Indigenous cultures • general knowledge of Australian Indigenous cultures and specific cultures within a regional location • ability to source different types of information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	covering multiple topics to ensure a breadth of knowledge • ability to share general information about Australian Indigenous cultures with customers on numerous occasions to ensure consistency of performance.
Context of and specific resources for assessment	Assessment must ensure: • sharing of information about Australian Indigenous cultures within commercially realistic guiding environments e.g. in a national park, on a bush walking tour or at a tourist site • involvement of appropriate people accepted by the local community in the assessment process • interaction with Australian Indigenous communities to obtain information • sharing of information with customer groups of a size and nature that reflect the commercial environment in which the guide operates • access to information sources in order to conduct research and collect sufficient information.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to research and share general information on Australian Indigenous cultures. The following examples are appropriate for this unit: • direct observation of the candidate sharing information about Australian Indigenous cultures with customers • questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions • review of guiding activities undertaken as part of industry placement and training with an industry operator • review of a portfolio of information that has been sourced to assess the candidate's ability to identify and source current and accurate information • written and oral questioning or interview to evaluate the process undertaken by the candidate to source information • written and oral questioning or interview to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

general knowledge of Australian and Indigenous cultures appropriate to the region

- case studies to assess ability to apply correct protocols to particular situations
- written and oral questioning or interview to test knowledge of protocols and other issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE006A Prepare and present tour commentaries or activities
- SITTGDE009A Interpret aspects of local Australian Indigenous culture.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information:	• may be about:
	  • Australian Indigenous cultures and countries in general
	  • specific Australian Indigenous cultures and countries
	• may cover the following topics:
	  • history, pre and post-European contact
	  • traditional life and culture
	  • contemporary Indigenous life and culture
	  • art and music
	  • dance
	  • bushcraft, bush food and bush medicine
	  • tools and implements
	  • land ownership
	  • cultural sites, which may include galleries, cultural centres, natural sites and occupation sites like middens.

Research may include:	• talking and listening to Australian Indigenous people • organising information from personal memory and experiences • watching television, videos and films • listening to radio • reading books and other references • internet • museum research.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE009A Interpret aspects of local Australian Indigenous culture

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to interpret different aspects of a specific local Australian Indigenous culture. The unit focuses on an in-depth interpretation of that specific local culture. It is this in-depth, localised interpretation that distinguishes this unit from SITTGDE008A Research and share general information on Australian Indigenous cultures.

The unit recognises that there is no single Australian Indigenous culture and emphasises the importance of in-depth local cultural knowledge, appropriate behaviour and local community consultation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has particular application to people who have in-depth knowledge of a specific local Australian Indigenous culture and who work within one region or one specific site or tour operation.

The local cultural knowledge necessary to achieve competency in this unit may only be accessible to those individuals who identify as elders or who are authorised by local elders on behalf of their communities.

There are many different Indigenous language groups in Australia, therefore focus of cultural interpretation will vary and should ultimately be decided in consultation with elders on behalf of the local community.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Consult with the local community.	1.1 Consult appropriate community members about cultural tourism activities, including what information can be shared, who can give information to whom, who can receive the information, what activities are appropriate and who should be involved. 1.2 Prepare for and conduct tourism activities according to the needs and wishes of the local community. 1.3 Identify potential conflicts within the local community in relation to tourism activities and seek solutions through appropriate consultation.
2 Interpret aspects of local Australian Indigenous culture for customers.	2.1 ***Interpret cultural aspects*** of Australian Indigenous culture for customers to the level that is appropriate for the guide and the particular customer. 2.2 Take account of any copyright and intellectual property requirements in cultural interpretation. 2.3 Brief customers on culturally appropriate behaviour. 2.4 Make customers aware of copyright and intellectual property issues that may affect their own future behaviour. 2.5 Show respect for Australian Indigenous culture and values through appropriate personal behaviour during activities. 2.6 Show customers traditional and contemporary practices when appropriate, and in a manner that enhances their understanding of Australian Indigenous culture. 2.7 Use local language correctly and share with customers when appropriate. 2.8 Invite customers to actively participate and share in the Australian Indigenous ***cultural experience*** when appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- ability to provide in-depth interpretation of a specific local Australian Indigenous culture
- communication skills, including cross-cultural skills and awareness of communication from both an Indigenous and non-Indigenous perspective.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge and understanding of a specific Australian Indigenous culture within a specific regional location
- protocols for the sharing of information about specific local Australian Indigenous cultures
- copyright and intellectual property issues associated with interpreting Australian Indigenous cultural aspects for customers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • provision of cultural interpretation for customers in a culturally appropriate and respectful manner • in-depth knowledge and understanding of the Australian Indigenous culture appropriate to the region • ability to consult with community members to determine the appropriateness of information to be shared with customers • ability to interpret different types of information covering multiple topics to ensure a breadth of knowledge of local cultural aspects • ability to interpret information about the Australian Indigenous culture with customers on numerous occasions to ensure consistency of performance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- interpretation of information about the Australian Indigenous culture within commercially realistic guiding environments, e.g. within a cultural site, on a walking tour or at a tourist site
- access to appropriate cultural sites and locations
- interpretation of information with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- involvement of persons approved of by relevant local community elders in the assessment process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

For this unit, methods should be chosen by relevant local community elders or those approved of by the elders.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE006A Prepare and present tour commentaries or activities
- SITTGDE008A Research and share general information on Australian Indigenous cultures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

The focus of ***cultural interpretation*** may include:	• art • dance • music • storytelling • tools and implements • bush foods and medicine.
Cultural experience may take place in:	• galleries • cultural centres • natural sites.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research the specialised information on flora, fauna and landscape required by some guides for presentation to customers. It requires a depth of specialised knowledge and highlights the need for ongoing research to update and expand the guide's knowledge.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Broad general knowledge of Australia, including the breadth and depth of regional and location-specific knowledge, is covered in SITTGDE007A Develop and maintain the general and regional knowledge required by guides.

Application of the Unit

Application of the unit

The interpretation and presentation of specialised information and knowledge to visitors is a key function for many guides working in a range of locations. They must have an essential specialist knowledge base to support this delivery.

This unit has particular application to those specialist guides working within one region or one specific site or tour operation. For example, guides who work in a national park will require a detailed knowledge about the specific park landscape.

This unit applies to frontline guiding personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as site guides, interpretive guides, specialist guides, walking guides, outdoor recreation guides, museum guides, heritage guides, cultural guides, nature-based guides, tour guides, driver guides and owner-operators of small tour

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

operations.

These guiding personnel are expected to have a specialised knowledge base and must have a breadth and depth of knowledge in order to satisfy the information needs of their customers.

Funding and hours allocated to training must reflect this industry requirement. Training and assessment programs must:

- cover the broad range of knowledge covered within the required skills and knowledge section of this unit
- ensure that the depth of knowledge covered is sufficient to meet the requirements of a guide
- tailor the regional knowledge base to cover specific aspects of the local region
- allow for guides who have moved to different locations to participate in retraining.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research specialised information on flora, fauna and landscape for presentation.	1.1 Identify key sources of information on specialised topics relating to flora, fauna and ***landscape***. 1.2 Use ***formal and informal research techniques*** correctly and appropriately to access current, accurate and relevant information on specialised topics. 1.3 Identify subjects of potential customer interest, based on direct contact with customers and consultation with industry colleagues. 1.4 Make subjects of potential customer interest the focus of research activities.
2 Prepare specialised information on flora, fauna and landscape for guiding activities.	2.1 Organise information in a manner that reflects the needs of customers and the way in which information may be presented during a guiding or interpretive activity. 2.2 Identify and develop interpretive themes and messages from research to meet specific customer needs.
3 Update knowledge of specialised information on flora, fauna and landscape.	3.1 Identify and use ***opportunities to maintain current knowledge*** about specialised topics. 3.2 Incorporate updated knowledge into day-to-day guiding activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills and techniques for acquiring and maintaining current knowledge of specialised topics
- interpretation of the specific information needs of customer groups and specific customers
- literacy skills to source, read and interpret sometimes complex information on flora, fauna and landscapes.

The following knowledge must be assessed as part of this unit:

- relationship between the guide's interpretation of knowledge and the quality of the customer experience
- sources of information on the flora, fauna and landscape
- depth of knowledge to satisfy the information needs of the customers and the expectations of the tourism operators, including the following broad knowledge base:
  - landscapes of tourism interest within a local region, such as waterways and landforms, and their general characteristics
  - key ecological terminology
  - key concepts of ecology, including biotic and physical factors, populations, numbers, food web, community relations, life cycles, succession, zonation, carbon cycle, water cycle and energy flow
- interrelationships between parts of the ecosystem
- developmental processes related to the formation of the local landscapes, including geological formations and history, soil composition and its relation to plant and animal life and water catchment areas
- principles of Gondwana theory and the impact of Gondwana on plant and animal communities
- major species of flora and fauna within the landscape, including nature of species and where it is found, roles of individual species, characteristics, commonalities, interactions between species and the environment, nutrition and life cycles and species harmful to humans
- identification techniques for flora and fauna
- environmental influences that affect the landscape, including climate and fire
- nature of human impact on the landscape, including industrial impacts
- management regimes for the local landscape, including relevant authorities and codes of practice
- Australian Indigenous perspective on the landscape.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- presentation of commentaries or activities to ensure application of the knowledge
- required breadth of knowledge of flora, fauna and landscape as specified in this unit, to a level and familiarity sufficient to:
  - develop a coherent and interesting interpretation for customers
  - answer typical questions asked by customers on given topics
- ability to source initial and updated information to meet differing customer needs and ensure that information supplied is current
- ability to incorporate this information into multiple interpretive commentaries or activities that cover multiple topics, to ensure a breadth of knowledge.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of relevant knowledge through the presentation of commentaries or activities within commercially realistic guiding environments, e.g. in a national park or on a bush walking tour
- presentation of information to, and sharing of knowledge with, customer groups of a size and nature that reflect the commercial environment in which the guide operates
- access to information sources in order to conduct research and collect sufficient information.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to prepare

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

specialised interpretive content on flora, fauna and landscape. The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to deliver interpretive commentaries or activities
- questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions
- review of guiding activities undertaken as part of industry placement and training with an industry operator
- review of a research portfolio to assess the candidate's ability to research current and accurate information
- written and oral questioning or interview to assess the way in which the research process has been used
- oral or written questions to assess key knowledge requirements detailed in this unit
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE004A Lead tour groups
- SITTPPD005A Plan and develop interpretive activities.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Landscapes may be:

- alpine
- outback
- desert
- tropical
- temperate
- coastal.

Formal and informal research, ***techniques*** and ***opportunities to maintain current knowledge*** may include:

- talking and listening to local experts
- talking and listening to traditional owners
- personal observation and exploration
- watching television, videos and films
- listening to radio
- internet
- reading newspapers, books and other references
- membership of professional associations
- undertaking formal study
- community groups, such as historical societies.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Guiding.

Co-requisite units

Co-requisite units

Assessment with the following co-requisite unit of competency, unless previously completed, is required:

- SITTGDE006A Prepare and present tour commentaries or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE011A Prepare specialised interpretive content on marine environments

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research the specialised information on marine environments required by some guides for presentation to customers. It requires a depth of specialised knowledge and highlights the need for ongoing research to update and expand the guide's knowledge.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Broad general knowledge of Australia, including breadth and depth of regional and location-specific knowledge, is covered in SITTGDE007A Develop and maintain the general and regional knowledge required by guides.

The skills required to prepare and present information are covered in SITTGDE006A Prepare and present tour commentaries or activities.

Application of the Unit

Application of the unit

The interpretation and presentation of specialised information and knowledge to visitors is a key function for many guides working in a range of locations. They must have an essential specialist knowledge base to support this delivery.

This unit has particular application to those specialist guides working within one region or one specific site or tour operation. For example, guides who work a reef cruise operator within a marine park will require a detailed knowledge of the specific marine environment of that park.

The unit applies to frontline guiding personnel who operate with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as site guides, interpretive guides, specialist guides, walking guides, outdoor recreation guides, heritage guides, cultural guides, nature-based guides, tour guides, driver guides and owner-operators of small tour operations.

These guiding personnel are expected to have a specialised knowledge base and must have a breadth and depth of knowledge in order to satisfy the information needs of their customers. Funding and hours allocated to training must reflect this industry requirement. Training and assessment programs must:

- cover the broad range of knowledge covered within the required skills and knowledge section of this unit
- ensure that the depth of knowledge covered is sufficient to meet the requirements of a guide
- tailor the regional knowledge base to cover specific aspects of the local region
- allow for guides who have moved to different locations to participate in retraining.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research specialised information on marine environments for presentation.	1.1 Identify key sources of information on specialised topics relating to ***marine environments***. 1.2 Use ***formal and informal research techniques*** correctly and appropriately to access current, accurate and relevant information on specialised topics. 1.3 Identify subjects of potential customer interest, based on direct contact with customers and consultation with industry colleagues. 1.4 Make subjects of potential customer interest the focus of research activities.
2 Prepare specialised information on marine environments for guiding activities.	2.1 Organise information in a manner that reflects the needs of customers and the way in which information may be presented during a guiding or interpretive activity. 2.2 Identify and develop interpretive themes and messages from research to meet specific customer needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Update knowledge of specialised information on marine environments.	3.1 Identify and use ***opportunities to maintain current knowledge*** about specialised topics. 3.2 Incorporate updated knowledge into day-to-day guiding activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills and techniques for acquiring and maintaining current knowledge of specialised topics
- interpretation of the specific information needs of customer groups and specific customers
- literacy skills to source, read and interpret sometimes complex information on marine environments.

The following knowledge must be assessed as part of this unit:

- relationship between the guide's interpretation of knowledge and the quality of the customer experience
- sources of information on the local marine environment
- depth of knowledge to satisfy the information needs of the customers and the expectations of the tourism operators, including the following broad knowledge base:
- key marine environments of tourism interest within a local area, such as reef, coastal, beach and estuarine; and their general characteristics, including fishing, types of boats and ships and their impact on the environment
- key ecological terminology
- key concepts of ecology, including biotic and physical factors, populations, biodiversity and abundance, food web, community relations, life cycles, succession, zonation, carbon cycle, water cycle, energy flow and nutrient cycle
- interrelationships between parts of the ecosystem in a marine context
- developmental processes related to the formation of different local marine environments and biogeography
- major species of animals and plant life within the local marine environment, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- nature of species and where it is found
- roles of individual species within the ecosystem
- characteristics
- commonalities
- interactions between species and the environment
- nutrition and life cycles
- potentially hazardous marine organisms
- identification techniques for marine plants and animals
- environmental influences that affect the local marine environment, including climate
- nature of human impact on the local marine environment, including positive and negative tourism impacts
- management and catchment management regimes for local marine environments, including relevant authorities and codes of practice
- Australian Indigenous perspective on the local marine environment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	• presentation of commentaries or activities to ensure application of the knowledge
	• required breadth of knowledge of marine environments as specified in this unit, to a level and familiarity sufficient to:
	  • develop a coherent and interesting interpretation for customers
	  • answer typical questions asked by customers on given topics
	• ability to source initial and updated information to meet differing customer needs and to ensure that information supplied is current
	• ability to incorporate this information into multiple interpretive commentaries or activities that cover multiple topics, to ensure a breadth of knowledge.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of relevant knowledge through the presentation of commentaries or activities within commercially realistic guiding environments, e.g. on a beach or a boat cruise
- presentation of information to, and sharing of knowledge with, customer groups of a size and nature that reflect the commercial environment in which the guide operates
- access to information sources in order to conduct research and collect sufficient information.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to prepare specialised interpretive content on marine environments. The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to deliver interpretive commentaries or activities
- questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions
- review of guiding activities undertaken as part of industry placement and training with an industry operator
- review of a research portfolio to assess the candidate's ability to research current and accurate information
- written and oral questioning or interview to assess the way in which the research process has been used
- oral or written questions to assess key knowledge requirements detailed in this unit
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	Strait Islander societies. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITTGDE004A Lead tour groups • SITTPPD005A Plan and develop interpretive activities.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Marine environments and ecosystems may be:	• marsh • reef • river estuarine • lagoon estuarine • beach • rock platform • mangrove.
Formal and informal research, techniques and ***opportunities to maintain current knowledge*** may include:	• talking and listening to local experts and personalities • talking and listening to traditional owners • personal observation and exploration • watching television, videos and films

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- listening to radio
- internet
- reading newspapers, books and other references
- membership of professional associations
- undertaking formal study
- community groups, such as historical societies.

Unit Sector(s)

Sector Tourism

Competency field

Guiding.

Co-requisite units

Co-requisite units Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITTGDE006A Prepare and present tour commentaries or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research the specialised information on cultural and heritage environments required by some guides for presentation to customers. It requires a depth of specialised knowledge and highlights the need for ongoing research to update and expand the guide's knowledge.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Broad general knowledge of Australia, including breadth and depth of regional and location-specific knowledge, is covered in SITTGDE007A Develop and maintain the general and regional knowledge required by guides.

The skills required to prepare and present information are covered in SITTGDE006A Prepare and present tour commentaries or activities.

Application of the Unit

Application of the unit

The interpretation and presentation of specialised information and knowledge to visitors is a key function for many guides working in a range of locations. They must have an essential specialist knowledge base to support this delivery.

This unit has particular application to those specialist guides working within one region or one specific site or tour operation. For example, guides who work in cultural centres will require specific information related to the centre's cultural focus.

The unit applies to frontline guiding personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as site guides, interpretive guides, specialist guides,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

walking guides, museum guides, heritage guides, cultural guides, nature-based guides, tour guides, driver guides and owner-operators of small tour operations.

These guiding personnel are expected to have a specialised knowledge base and must have a breadth and depth of knowledge in order to satisfy the information needs of their customers. Funding and hours allocated to training must reflect this industry requirement. Training and assessment programs must:

- cover the broad range of knowledge covered within the required skills and knowledge section of this unit
- ensure that the depth of knowledge covered is sufficient to meet the requirements of a guide
- tailor the regional knowledge base to cover specific aspects of the local region
- allow for guides who have moved to different locations to participate in retraining.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research specialised information on cultural and heritage environments for presentation.	1.1 Identify key sources of information on specialised topics relating to ***cultural and heritage environments***. 1.2 Use ***formal and informal research techniques*** correctly and appropriately to access current, accurate and relevant information on specialised topics. 1.3 Identify subjects of potential customer interest, based on direct contact with customers and consultation with industry colleagues. 1.4 Make subjects of potential customer interest the focus of research activities.
2 Prepare specialised information on cultural and heritage environments for guiding activities.	2.1 Organise information in a manner that reflects the needs of customers and the way in which information may be presented during a guiding or interpretive activity. 2.2 Identify and develop interpretive themes and messages from research to meet specific customer needs.
3 Update knowledge of specialised information on cultural and heritage environments.	3.1 Identify and use ***opportunities to maintain current knowledge*** about specialised topics. 3.2 Incorporate updated knowledge into day-to-day guiding activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills and techniques for acquiring and maintaining current knowledge of specialised topics
- interpretation of the specific information needs of customer groups and specific customers
- literacy skills to source, read and interpret sometimes complex information on cultural and heritage environments.

The following knowledge must be assessed as part of this unit:

- relationship between the guide's interpretation of knowledge and the quality of the customer experience
- sources of information on cultural and heritage environments
- detailed knowledge of a specific environment of visitor interest to provide a guided tour of the environment and to satisfy the information needs of the customers, including the following broad knowledge base:
  - how the environment developed and evolved
  - historically and culturally significant features of the environment, including details of any exhibits, displays or performances
  - individuals associated with the environment, their roles and impacts
  - role of the environment within the local community, both past and present
  - relationship of the specific environment to past and current Australian culture and history
  - nature and extent of use of the environment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- presentation of commentaries or activities to ensure application of the knowledge
- required breadth of knowledge of cultural and heritage environments as specified in this unit, to a level and familiarity sufficient to:
  - develop a coherent and interesting interpretation for customers
  - answer typical questions asked by customers on given topics
- ability to source initial and updated information to meet differing customer needs and to ensure that information supplied is current
- ability to incorporate this information into multiple interpretive commentaries or activities that cover multiple topics, to ensure a breadth of knowledge.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of relevant knowledge through the presentation of commentaries or activities within commercially realistic guiding environments, such as within a cultural centre, gallery or national park
- presentation of information to and sharing of knowledge with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- access to information sources in order to conduct research and collect sufficient information.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to prepare specialised interpretive content on cultural and heritage environments. The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to deliver interpretive commentaries or activities
- questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions
- review of guiding activities undertaken as part of industry placement and training with an industry operator

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of a research portfolio to assess the candidate's ability to research current and accurate information
- written and oral questioning or interview to assess the way in which the research process has been used
- oral or written questions to assess key knowledge requirements detailed in this unit
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE004A Lead tour groups
- SITTPPD005A Plan and develop interpretive activities.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Cultural and heritage environments may be natural or built and may include:	• museums • historic theme parks • art galleries • Aboriginal art or occupation sites • cultural centres • heritage trails • historic localities or regions • prehistoric and fossil sites.
Formal and informal research, ***techniques*** and ***opportunities to maintain current knowledge*** may include:	• talking and listening to local experts • talking and listening to traditional owners • personal observation and exploration • watching television, videos and films • listening to radio • internet • reading newspapers, books and other references • membership of professional associations • undertaking formal study • community groups, such as historical societies.

Unit Sector(s)

Sector	Tourism

Competency field

Guiding.

Co-requisite units

Co-requisite units	Assessment with the following co-requisite unit of competency, unless previously completed, is required: SITTGDE006A Prepare and present tour commentaries or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Assessment with the following co-requisite unit of competency, unless previously completed, is required:

SITTGDE006A Prepare and present tour commentaries or activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTHPR301B Plan and organise daily work

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and organise daily work activities. This involves the organisation of daily work tasks and work area maintenance with the ability to solve unforeseen problems in the workplace.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals who work at a practical operational level, and need to undertake simple planning and organisation of their own work activities within established organisational guidelines.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise work schedules.	1.1 Interpret work schedule and define tasks. 1.2 Plan tasks, including routine and special tasks, according to workplace priorities, time required and time available. 1.3 Integrate ***work activities*** to achieve greater efficiency. 1.4 Inform team members and other relevant people of work schedules and requirements, where necessary.
2 Organise machinery, materials and equipment.	2.1 Identify required machinery, materials and equipment according to tasks and work schedule requirements. 2.2 Organise, order and obtain machinery, materials and equipment as required. 2.3 Establish sequence of use and preferred on-site positioning of machinery, materials, equipment and access ways.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Carry out work tasks.	3.1 Carry out work safely and effectively according to planned work schedules and with minimum inconvenience to customers and colleagues.
	3.2 Follow ***organisational policies and procedures***.
	3.3 Complete routine tasks and accommodate unscheduled tasks, according to priorities established within the workplace and job role.
	3.4 Meet organisational and legislative recording and reporting requirements.
4 Clean and maintain work area.	4.1 Maintain work area in clean and tidy state, clearing machinery and equipment of waste, according to organisational requirements.
	4.2 Promptly remove spills, food, refuse or other potential hazards from floors and other surfaces.
	4.3 Use, clean and maintain machines, tools and equipment according to manufacturer instructions, organisational policies and procedures and legislative requirements.
	4.4 Check machinery, materials and equipment used for damage and faults and report on these according to established procedures.
	4.5 Dispose of waste safely at regular intervals according to organisational procedures and in an environmentally responsible manner.
	4.6 Safely store equipment and consumable materials after use.
5 Respond to problems as they arise.	5.1 Clearly identify nature of problems.
	5.2 ***Find solutions*** to problems that maintain a quality outcome, minimise impact on work schedules and reflect accurate knowledge of products and processes used in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for premises, machines, tools and equipment
- organisational skills to conduct preparation and maintenance activities as a logical and time-efficient work flow
- communication and teamwork skills to liaise with other team members on work requirements
- literacy skills to complete routine workplace documentation and interpret work schedules and instruction documentation such as Material Safety Data Sheets(MSDS)
- numeracy skills to calculate the dilution requirements of cleaning products, to calculate water and fertiliser requirements and to estimate time requirements and time availability
- problem-solving skills to identify and respond to routine practical workplace challenges.

The following knowledge must be assessed as part of this unit:

- basic knowledge of workplace products and processes
- work organisation principles, including scheduling and priority setting
- OHS and legislative requirements related to daily work
- typical problems related to specific work areas, appropriate ways of avoiding them and suitable solutions
- typical cleaning and maintenance methods and schedules related to machinery, materials and equipment relevant to the work area
- the essential features of and safe practices for using common hazardous substances used during cleaning and maintenance activities and in particular substances used by the organisation e.g. cleaning, pest and disease control products
- the environmental impacts of cleaning premises and maintaining gardens and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances and plant materials that have a propensity to propagate weeds.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to plan and organise daily work for a variety of roles and contexts related to the particular job under typical workplace time constraints
- ability to work safely in compliance with OHS procedures
- ability to follow established procedures and interpret, understand and act on instructions
- ability to communicate effectively in the working environment.

Context of and specific resources for assessment

Assessment must ensure:

- access to all necessary equipment, tools and materials
- use of Material Safety Data Sheets (MSDS).

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out daily work tasks in an organised manner
- problem solving exercises in prioritising work and dealing with unscheduled tasks or special projects
- projects to develop work plans and schedules
- direct observation of the candidate maintaining a clean and tidy workplace
- oral or written questions about safety issues, and maintenance of tools, equipment and materials
- review of portfolios of evidence and third party workplace reports of the candidate's on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Guidance information for

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

assessment	other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Work activities may include:	• daily routines • periodic routines • ad hoc activities • special projects.
Organisational policies and procedures may relate to:	• use of personal protective equipment during daily activities • cleaning, tidying and checking of work area, including regularity • using, maintaining and storing tools, machinery, materials and equipment • disposal of waste materials, especially hazardous substances • recycling appropriate waste materials • presentation of public areas • work schedules • problem-solving • work roles and responsibilities.
Finding solutions may relate to:	• maintaining quality outcomes • minimising impact on work schedules • reflecting accurate knowledge of workplace products and processes • ensuring that solutions are consistent with workplace priorities and requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- acknowledging commercial responsibilities and constraints.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Holiday Parks and Resorts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTHPR302B Plan and organise in-house recreational activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise in-house recreational activities for customers in enterprises such as a resorts, holiday parks, cruise ships or attractions.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

Application of the unit

This unit applies to individuals who plan, organise and monitor in-house recreational activities. This may include activities officers, senior operational personnel or managers. The unit covers both indoor and outdoor recreational activities for both adults and children, but does not include tours or other external activities and events. These skills and knowledge are covered in specialist units of competence for Tour Operations, Guiding and Events.

The unit also does not include the actual supervision of activities, which should be undertaken by suitably qualified or licensed personnel.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan in-house recreational activities.	1.1 Identify requirements for ***recreational activities*** and examine options according to customer interest, availability of in-house and local facilities and resources, and the focus of the enterprise.
	1.2 Identify any ***regulatory or licensing requirements*** that apply to specific activities and equipment.
	1.3 Cost activities to ensure cost effectiveness and identify sources of funding including any customer charges to ensure maximum profitability.
	1.4 Identify and organise ***personnel*** requirements for setting up and running specific activities.
	1.5 Identify required ***resources*** and arrange for their

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	availability and delivery within planned timeframes.
	1.6 Prior to use, ensure that checks on all equipment are carried out, and check supplies for correct quantity and quality.
	1.7 Identify any ***potential hazards or safety issues for specific activities*** and establish a risk management approach.
	1.8 Identify potential threats to successful undertaking of activities and establish contingency plans.
	1.9 Provide advice to customers and colleagues about activities available and organise booking or ticketing.
2 Implement recreational activities.	2.1 Set up activities, ensuring required resources, personnel and facilities are in place.
	2.2 Verify bookings and arrangements made internally or externally.
	2.3 Provide and or complete required ***documentation*** related to participation and where necessary, distribute copies to relevant others.
	2.4 Provide or arrange required instructions and training for specific activities.
	2.5 Arrange supervision of recreational activities as required.
	2.6 Advise customers politely about ***acceptable behaviour in different environments and communities*** prior to entering the area.
3 Monitor and review recreational activities.	3.1 Monitor activities to ensure relevance, suitability and safety for customers, staff and the enterprise.
	3.2 Obtain feedback from customers, operational staff and external operators, making any necessary changes or adjustments to activities.
	3.3 Complete any required documentation following activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to liaise with both customers and colleagues on practical and operational matters, and to provide information on the range of available activities to customers
- literacy skills to both interpret and develop activity documentation
- numeracy skills to estimate costs and maintain simple budgets
- planning, organisational and administrative skills to coordinate the complete process of organising a range of recreational activities
- problem solving skills to identify and respond to a range of familiar and unfamiliar organisational and operational challenges

The following knowledge must be assessed as part of this unit:

- range of available activities and requirements and conditions for their provision
- typical safety issues and hazards related to specific activities
- local area knowledge including activities, amenities, transport and other services available
- typical co-ordination and administration procedures and systems for the organisation of recreational activities in an in-house context
- risk management issues to be considered in planning and organising activities
- cross-cultural awareness and understanding of the social and cultural aspects of the local host community
- local customs and courtesies
- environmental impacts and minimal impact practices to be considered by customers when enagaging in in-house recreational activities
- legislative and regulatory obligations for a range of different activities, including those relating to OHS, environmental and local council requirements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to plan, organise and monitor a range of different activities which meet the requirements of target markets, enterprise policies and goals
- ability to work within available resources, budgets, regulatory requirements and other considerations
- consideration of and planning for potential risks and any safety issues
- identification and adherence to all regulatory requirements related to recreational activities, including OHS.

Context of and specific resources for assessment

Assessment must ensure:

- access to sites, facilities and resources required for a typical range of recreational activities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of recreational activities programs developed and conducted by the candidate
- review of required documentation completed by the candidate
- written and oral questions related to the planning, administration, conduct and review of recreational activities, OHS issues, and regulatory requirements
- project to organise and conduct a recreational activities program for an enterprise
- review of portfolios of evidence and third-party workplace reports of the candidate's on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Guidance information for assessment

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Recreational activities may include:	• creative activities, e.g. art, dance, music, drama • games • sports, both team and individual • health and fitness activities • storytelling • fishing • orienteering • treasure hunts
Regulatory or licensing requirements may include:	• qualifications and licences required for personnel monitoring or supervising certain activities • permits and licences required for specific activities such as fishing and diving • council or statutory permission for certain activities, use of facilities or venues • OHS, public liability and duty of care requirements • operation of equipment and vehicles • legislative requirements regarding activities and where they may be undertaken such as using jet skis, speed boats, off road vehicles etc.
Personnel may be internal or external and may include:	• staff to conduct, control, direct, supervise and operate • specialists or experts • tradespersons • contractors.
Resources may be sourced from in-house or external providers and may include:	• essential materials and equipment • amenities and structures • furniture • vehicles and transport

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- food and beverage
- information sheets and timetables
- guidelines and regulations
- OHS instructions and checklists.

Potential hazards or safety issues for specific activities may include:

- inclement weather
- bushfires
- rough seas
- wild life
- illness or accidents
- strikes and transport failure
- faulty equipment
- unavailability of staff or key personnel.

Documentation may include:

- registration forms
- waiver and indemnity forms
- receipts and invoices
- contracts
- insurance coverage
- reports
- permits and licences
- flyers and marketing materials.

Acceptable behaviour in different environments and communities may involve:

- briefing customers on ways to ensure minimal negative impacts on the environment
- providing advice on minimal impact practices that relate to such things as:
  - use of tracks
  - noise
  - souveniring
  - interaction with wildlife
- briefing customers on local customs and courtesies
- briefing customers on ways to communicate with and avoid insult to local communities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Holiday Parks and Resorts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTHPR303A Tow and site a recreational vehicle safely

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to safely tow and site a recreational vehicle in off-road spaces.

This unit assumes the driver possesses a current driving licence. Driving must be carried out in compliance with the licence requirements and regulations of the relevant state or territory roads and traffic authority.

Application of the Unit

Application of the unit

This unit applies to individuals whose job role involves towing and siting a recreational vehicle. This could include people who work in holiday parks or in the manufacture, service, repair or sale of recreational vehicles.

Recreational vehicles may include pop tops, expanda or slide out, full van, cross-country or an off road all-terrain caravans; camper or tent trailers; five-wheelers; slide-on campers or campervans.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for towing of recreational vehicle.	1.1 Calculate the gross weight of the recreational vehicle and determine the aggregate mass.
	1.2 Check and confirm the towing capacity of the towing vehicle and adhere to tow-bar capacity.
	1.3 Attach the recreational vehicle to ***towing vehicle*** in accordance with manufacturer's and state or territory specifications, requirements and regulations.
	1.4 Conduct ***pre-operational checks*** on towing vehicle and recreational vehicle, taking account of all safety considerations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Site and move recreational vehicle.	2.1 Safely manoeuvre recreational vehicle to required location.
	2.2 Identify ***obstacles or hazards*** and remove or avoid as appropriate, ensuring effective communication with others.
	2.3 Position recreational vehicle ensuring it is level and parallel and within reach of all required equipment by using stabilising fixtures.
	2.4 Move recreational vehicle from a site, disconnecting power heads, water pipes and electrical leads, ensuring stabilising fixtures are in position prior to commencing the tow.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to advise others of safety issues associated with vehicle towing and siting
- literacy skills to interpret regulations and requirements in relation to vehicle towing and siting
- numeracy skills to make calculations required for towing and siting
- technical skills to use towing, siting and other recreational vehicle equipment.

The following knowledge must be assessed as part of this unit:

- weight-to-vehicle towing ratios set by state and territory authorities and manufacturer requirements
- pre-towing checking procedures
- typical challenges associated with the towing and siting of recreational vehicles, and ways to address these
- general duty-of-care requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- safe manoeuvring, towing and siting of a range of different recreational vehicles according to regulatory requirements
- applying OHS policies and procedures relevant to driving and towing a recreational vehicle.

Context of and specific resources for assessment

Assessment must ensure:

- access to a range of different recreational vehicles and off road locations to tow and site recreational vehicles.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and towing a recreational vehicle and manoeuvring it into a space
- oral and written questions to test knowledge of relevant regulatory requirements
- review of portfolios of evidence and third party workplace reports of the candidate's on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Guidance information for assessment

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

The ***towing vehicle*** may be:	• two wheel drive • four wheel drive • truck • van • specialised towing truck or unit • tractor.
Pre-operational checks on towing vehicle and recreational vehicle may include:	• visual checking of vehicle • checking and topping up of fluid levels • checking of tyre pressures • checking of operation of vehicle lights and indicators • checking of brakes.
Obstacles or hazards may include:	• steep inclines or sharp curves • uneven surfaces • oil, rocks, mud and water on road • animals and objects on road • pedestrians and children • trees and branches • other vehicles, recreational vehicles and tents.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Holiday Parks and Resorts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Holiday Parks and Resorts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTIND001B Develop and update tourism industry knowledge

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the tourism industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by tourism industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general tourism industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the tourism industry. More specialised and advanced tourism research and management knowledge is found in other units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key function for all people working in the tourism industry who require an essential and broad knowledge of the tourism industry to support all work activities. This unit applies to individuals working within any tourism industry sector, in any location and for any tourism organisation type.

It is relevant to those individuals working in any tourism operational and management role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source and apply general information on the structure and operation of the tourism industry.	1.1 Identify ***sources of information*** to understand the structure and operation of ***the tourism industry***. 1.2 Access and comprehend specific ***information*** of relevance to the tourism industry. 1.3 Access and use knowledge of the tourism industry to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	enhance the quality of work performance.
2 Source and apply information on legal and ethical issues that impact on the tourism industry.	2.1 Obtain information on ***legal issues*** to assist effective work performance. 2.2 Conduct day-to-day tourism orgsnisation activities according to legal obligations and ***ethical industry practices***.
3 Source and apply information on tourism industry technology.	3.1 Source and access information on current and emerging ***technologies that impact on the tourism organisation process***. 3.2 Identify the potential effects of different technologies on the tourism organisation process. 3.3 Apply knowledge of current and emerging technology in day-to-day work activities.
4 Update personal and organisational knowledge of the tourism industry.	4.1 Identify and use a range of ***opportunities to update knowledge*** of the tourism industry. 4.2 Monitor ***current issues of concern*** to the industry. 4.3 Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and to provide a verbal summary of information
- literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files.

The following knowledge must be assessed as part of this unit:

- sources of general information on the tourism industry
- structure of the tourism industry; the functions, key characteristics and business interrelationships of the different sectors of the tourism industry including the distribution roles of the following sectors:
  - accommodation
  - attractions and theme parks
  - tour operators
  - inbound and outbound tour wholesalers
  - retail travel agents
- the general nature of allied and crossover industries including hospitality, meetings, incentives, conferences and events
- the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship
- the existence and primary functions of trade unions in the industry
- the existence and primary functions of local, regional, state and national tourism information service and marketing organisations
- the existence and primary functions of tourism research bodies
- the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the tourism industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
- the existence and basic aspects of state, territory and local council laws that impact on tourism operations and actions that must be adhered to by tourism businesses, in particular laws that cover:
  - equal employment opportunity (EEO)
  - anti-discrimination
  - occupational health and safety and workers' compensation
  - workplace relations
  - child sex tourism
  - the delivery of tourism products in Queensland under the Queensland Tourism Services Act (2003)
  - legal liability and duty of care of customers
  - environmental protection (This would include requirements that must be met by tourism operators when delivering services.)
  - local community protection (This would include land ownership, management and access requirements that must be met by tourism operators when delivering services.)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- consumer protection (This would include refund requirements that must be met by tourism businesses, terms and conditions of quotations and cancellation fees.)
- responsible service of alcohol
- food safety

- current and emerging technology used in the tourism industry, including e-business.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to source initial and updated tourim industry information and apply this to day-to-day activities to maximise effective performance in specific tourism sector contexts • general knowledge of the tourism industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace • general knowledge of the key environmental, community, legal and ethical issues for the tourism industry.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing industry information • access to information sources in order to conduct research and collect sufficient information • access to industry association membership information, codes of conduct and accreditation information • access to plain English documents that describe key tourism and general workplace legislation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to develop and update tourism industry knowledge. The following examples are appropriate for this unit:

- projects to research differing aspects of the tourism industry and delivery of the sourced information in a brief written or oral presentation
- holistic tourism planning project activities that allow the candidate to demonstrate the application of knowledge to specific tourism industry contexts and situations
- case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- written and oral questioning or interview to test knowledge of different sectors of the tourism industry and their interrelationships, the key content of legislation and industry codes of conduct
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended for example:

- SITXADM002A Source and present information
- SITXCOM004A Communicate on the telephone.

Guidance information for assessment

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of information on and ***opportunities to update knowledge*** may include:

- formal and informal research
- media
- reference books
- legislation or plain English publications describing the law and responsibilities to comply
- libraries
- unions
- industry associations and organisations
- industry journals
- computer data, including internet
- personal observations and experience
- informal discussions and networking with colleagues
- industry seminars
- training courses
- familiarisation tours of tourism destinations and facilities
- participation or membership in professional industry associations
- participation in industry accreditation schemes
- use of industry codes of conduct or ethics.

The ***tourism industry*** involves a range of sectors and businesses including:

- accommodation
- attractions
- transport
- retail travel
- tour wholesaling
  - inbound tour operators
  - outbound wholesalers
- tour operations
- meetings, incentives, conventions and events
- tour guiding
- information services and promotion:
  - visitor information centres, regional, state and national tourism offices.
- coordination
  - industry associations, councils, taskforces, research bodies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Information of relevance to the ***the tourism industry must include***:

- different tourism markets and their relevance to industry sectors
- relationships between tourism and other industries, including:
  - events
  - hospitality
  - entertainment
  - arts
  - sports
  - agriculture
  - conservation
  - science and research
  - retail
- different sectors and businesses within the industry, their interrelationships and the services available in each sector
- major tourism industry bodies and associations
- economic and social significance of the tourism industry, which may relate to:
  - employment
  - effect on local amenities and facilities
  - population change due to tourism development
  - community role in tourism
- role of and impacts on local communities
- environmental issues for tourism, including:
  - protection of natural and cultural integrity
  - minimal impact operations
  - environmental sustainability
  - waste management
  - energy-efficient operations
  - land ownership
  - land access and usage
- industrial relations
- specific features of the local and regional industry
- career opportunities within the industry
- roles and responsibilities of individual staff members in a successful tourism business, including ethical practices and quality assurance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Enhancing the quality of work performance may involve:

- making contacts with networks for obtaining key information to develop, deliver and improve improve tourism operations
- suggesting new and improved ways of doing things
- performing work duties within legal, ethical and social guidelines to ensure smooth tourism operations
- improving skills, knowledge and productivity to improve tourism operations by accessing and attending industry professional development courses or activities.

Legal issues may include:

- consumer protection
- EEO
- anti-discrimination
- workplace relations
- public liability and duty of care
- licensing
- land ownership, management and access
- environmental management
- risk management
- OHS
- child sex tourism
- Queensland Tourism Services Act (2003).

Ethical industry practices may realate to:

- maintaining the rights and lifestyle conditions of local community residents
- agreed compliance with codes of conduct, practice or ethics
- truth and honesty regarding all information given to customers
- product recommendations
- declaration of commissions, fees and other charges
- subcontracting and provision of services as promoted
- pricing
- procedures for payment of commissions
- bookings at venues
- overbooking
- confidentiality of customer information
- tipping

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• familiarisations • gifts and services free of charge • preferred product arrangements.
Technologies that impact on the tourism organisation process may relate to:	• current and emerging industry technology, including e-business • internal and industry wide reservation, operations and financial and tracking systems • project management systems • computer-aided design (CAD) systems.
Issues of concern to the industry may relate to:	• maintaining organisational and industry profitability by productuctivity and pricing flexibility • industry initiatives • government initiatives • emerging markets • environmental and social issues • labour issues • industry expansion or retraction.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Working in Industry - Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTIND202B Develop and update caravan industry knowledge

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the holiday parks and caravan industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by caravan industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general caravan industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the caravan industry. More specialised and advanced tourism research and management knowledge is found in other units that also apply to holiday parks.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key function for all people working in the holiday parks who require an essential and broad knowledge of the holiday park and caravan industry to support all work activities. This unit applies to individuals working in any operations or management role within any holiday park in any location.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source and apply general information on the structure and operation of the holiday park and caravan industry.	1.1 Identify ***sources of information*** to understand the structure and operation of ***the holiday park and caravan industry***. 1.2 Access and comprehend specific ***information*** of relevance to the holiday park and caravan industry. 1.3 Access and use knowledge of the holiday park and caravan industry to ***enhance the quality of work performance***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Source and apply information on legal and ethical issues that impact on holiday park operations.	2.1 Obtain information on ***legal issues*** to assist effective work performance. 2.2 Conduct day-to-day holiday park operational activities according to legal obligations and ***ethical industry practices***.
3 Source and apply information on industry technology for holiday parks.	3.1 Source and access information on current and emerging ***technologies that impact on the operation of holiday parks***. 3.2 Identify the potential effects of different technologies on the ***operation of*** holiday parks. 3.3 Apply knowledge of current and emerging technology in day-to-day work activities.
4 Update personal and organisational knowledge of the holiday park and caravan industry.	4.1 Identify and use a range of ***opportunities to update knowledge*** of the holiday park and caravan industry. 4.2 Monitor ***current issues of concern*** to the industry. 4.3 Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and to provide a verbal summary of information
- literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct
- writing skills to note take, summarise and record information in basic documents such as

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

information sheets, portfolios and files.

The following knowledge must be assessed as part of this unit:

- sources of general information on the holiday park and caravan industry
- the structure of the caravan industry, the primary roles, responsibilities and business interrelationships of the major caravan industry sectors including:
  - holiday parks - types of accommodation, maintenance, service and repair, emergency and safety requirements, environmental issues including waste and water management, energy conservation, rating systems, factors which contribute to the development of successful caravan parks, holiday park and caravan industry trends, social profiles of caravaners and campers
  - manufacturing - main manufacturers of recreational vehicle (RV) retailers in Australia and how they interrelate with the rest of the industry; key types of recreational vehicles made in Australia, their key characteristics; current and emerging trends in RV products
  - service - key providers of specialised recreational vehicle servicing; types of services offered; links with manufacturers, retailers and holiday parks
  - caravan retailers - main recreational vehicle retailers in the local area; types of after sales services offered
- the general nature of and links to the wider tourism industry and types of organisations providing bookings including:
  - tour operators
  - inbound tour operators
  - retail travel agents
  - vistor information centres
  - other local accommodation providers
  - attractions
- the existence and primary functions of the major industry associations especially those with which the business has a relationship
- the existence and primary functions of trade unions in the industry
- the existence and primary functions of local, regional, state and national tourism information service and marketing organisations
- the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry rating or accreditation schemes in the holiday park industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
- the existence and basic aspects of state, territory and local council laws that impact on holiday park operations and actions that must be adhered to by holiday park operators, in particular laws that cover:
  - equal employment opportunity (EEO)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- anti-discrimination
- occupational health and safety and workers' compensation
- workplace relations
- legal liability and duty of care of customers
- environmental protection (This would include requirements that must be met by holiday park operators when delivering services.)
- local community protection (This would include land ownership, management and access requirements that must be met by holiday park operators when delivering services and requirements to maintain the lifestyle of neighbouring residents.)
- consumer protection (This would include refund requirements that must be met by holiday parks, terms and conditions of quotations and cancellation fees.)
- responsible service of alcohol
- food safety
- current and emerging technology used in holiday parks, including e-business.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to source initial and updated holiday park and caravan industry information and apply this to day-to-day activities to maximise effective performance • general knowledge of the holiday park and caravan industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to holiday parks • general knowledge of the key environmental, community, legal and ethical issues for the holiday park and caravan industry.
Context of and specific	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

resources for assessment

- access to a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing industry information
- access to information sources in order to conduct research and collect sufficient information
- access to industry association membership information, codes of conduct and rating and accreditation information
- access to plain English documents that describe key holiday park and general workplace legislation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- projects to research differing aspects of the holiday park and caravan industry and delivery of the sourced information in a brief written or oral presentation
- holistic holiday park planning project activities that allow the candidate to demonstrate the application of knowledge to holiday park operations
- case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- written and oral questioning or interview to test knowledge of different sectors of the caravan industry and their interrelationships, the key content of legislation and industry codes of conduct
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended for example:

- SITXADM002A Source and present information
- SITXCOM004A Communicate on the telephone.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Sources of information on and ***opportunities to update knowledge*** may include:

- formal and informal research
- media
- reference books
- legislation or plain English publications describing the law and responsibilities to comply
- libraries
- unions
- industry associations and organisations
- industry journals
- computer data, including internet
- personal observations and experience
- informal discussions and networking with colleagues
- industry seminars
- training courses
- familiarisation tours of holiday park facilities
- participation or membership in professional industry associations
- participation in industry accreditation schemes
- use of industry codes of conduct or ethics.

The ***holiday parks and caravan industry*** involves a range of sectors and businesses including:

- holiday parks and caravan parks
- recreational vehicle manufacturing
- recreational vehicle parts and components manufacturing and supply
- recreational vehicle servicing
- recreational vehicle and accessories retailing

Information of relevance to the holiday park and caravan industry must include:

- local economic and social significance of holiday park operations, which may relate to:
  - employment
  - community role in tourism
- role of and impacts on local communities
- different holiday park markets and trends
- social profiles of caravaners and campers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- types of accommodation available in holiday parks
- relationships between holiday park operations and other industries, including:
  - recreational vehicle manufactuers, retailers and service centres
  - tourism
  - hospitality
  - entertainment
  - sports
  - hoticulture
  - conservation
  - tourism information centres and tourism marketing bodies
- different sectors and businesses within the caravan industry, their interrelationships and the services available in each sector
- major holiday park and caravan industry bodies and associations
- caravan park rating and accreditation systems and their application in metropolitan, regional and Australia-wide locations
- environmental issues for holiday park operations, including:
  - protection of natural and cultural integrity
  - minimal impact operations
  - environmental sustainability
  - waste management
  - energy-efficient operations
  - land ownership
  - land access and usage
- industrial relations
- specific features of the local and regional industry
- career opportunities within the industry
- roles and responsibilities of individual staff members in a successful holiday park business, including ethical practices and quality assurance.

Enhancing the quality of work performance may involve:

- making contacts with networks for obtaining key information to develop, deliver and improve improve holiday park operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- suggesting new and improved ways of doing things
- performing work duties within legal, ethical and social guidelines to ensure smooth holiday operations
- improving skills, knowledge and productivity to improve tourism operations by accessing and attending industry professional development courses or activities.

Legal issues may include:

- consumer protection
- EEO
- anti-discrimination
- workplace relations
- public liability and duty of care
- licensing
- land ownership, management and access
- environmental management
- risk management
- OHS.

Ethical industry practices may realate to:

- maintaining the rights and lifestyle conditions of local community residents
- agreed compliance with codes of conduct, practice or ethics
- truth and honesty regarding all information given to customers
- product recommendations
- declaration of commissions, fees and other charges
- subcontracting and provision of services as promoted
- pricing
- procedures for payment of commissions
- overbooking
- confidentiality of customer information
- tipping
- familiarisations
- gifts and services free of charge.

Technologies that impact on the operation of holiday parks may relate to:

- current and emerging industry technology, including e-business
- internal and industry wide reservation, operations and financial and tracking systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• project management systems • computer-aided design (CAD) systems.
Issues of concern to the industry may relate to:	• maintaining organisational and industry profitability by productuctivity and pricing flexibility • industry initiatives • government initiatives • emerging markets • environmental and social issues • labour issues • holiday park and caravan industry trends • industry expansion or retraction.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Holiday parks and resorts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD001B Research, assess and develop tourism products

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage product development strategically within tourism and hospitality organisations. It covers the strategic development of the organisation's product range and requires the ability to research the market, analyse issues relevant to establishing the product, determine a profitable selling price, establish the product, and monitor and evaluate its success.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit has a focus on product planning processes. It underpins other specialised Planning and Product Development units that look at the specific and additional skills required to meet particular environmental or cultural requirements:

- SITTPPD006B Plan and develop ecologically sustainable tourism operations
- SITTPPD007A Plan and develop culturally appropriate tourism operations.

Negotiating with suppliers for any product component is covered in SITXMGT006A Establish and conduct business relationships.

SITTPPD003B Source and package tourism products, takes a less strategic and more operational focus to product development.

Application of the Unit

Application of the unit

This unit describes a key product planning function for a diverse range of tourism and hospitality products and services and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

applies to the full range of industry sectors.

The unit applies to the development of new or enhanced tourism products. Increasingly, tourism operators are choosing to provide specialised tourism products. This unit describes the generic tourism product planning process that applies to the development of any style or category of product for the domestic or international customer, covering any international or Australian destination.

Product planning involves a strategic focus on the overall and long-term operation of the tourism product.

This unit applies to senior tourism and hospitality industry personnel who operate autonomously and have strategic tourism planning and product development roles. These roles would include product development manager, marketing manager, operations or general manager, regional tourism manager, account manager, events manager, resort or hotel manager and owner-operator of any type of tourism business.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research the market.	1.1 Focus the research of potential ***tourism products*** within the context of the overall business plan and marketing focus of the organisation.
	1.2 Identify and access general ***information sources*** for tourism, tourism market trends, and distribution and marketing networks.
	1.3 Consult with and incorporate input from internal colleagues and ***external stakeholders*** in the research phase.
	1.4 Conduct research to identify current market trends, needs, and ***product and service gaps*** and analyse the potential for future product development.
	1.5 Identify a range of product development opportunities based on review of the market place and market needs.
	1.6 Identify distribution and marketing networks that would support the proposed tourism product and analyse the ability to successfully market.
2 Analyse issues relevant to establishing the product.	2.1 Identify and analyse product preferences and requirements of different consumer markets, including those with special needs.
	2.2 Consult external stakeholders on customer and tourism industry service and quality expectations for tourism products and services.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify and assess ***external issues that impact on establishing a product***.
	2.4 Assess suitability of destinations at which product will be delivered for accessibility and availability of services that will meet preferences and requirements of target market.
	2.5 Conduct ***a self-assessment of organisation's capability to provide proposed product*** and identify additional resources required to establish and deliver the product.
	2.6 Consider issues relating to product life cycle.
3 Determine a profitable selling price.	3.1 Identify all ***expenditure items*** involved in delivering the tourism product to determine the nett delivery cost.
	3.2 Identify organisations that will be involved in the product distribution network and the commission or mark-up structures that would apply.
	3.3 Incorporate required distributor commissions or mark-ups, and determine required profit margin and mark-up for profit.
	3.4 Make reasonable cost adjustments to ensure market take-up of price-competitive product.
	3.5 Assess cost-effectiveness and profitability of a range of proposed products and choose products that will provide the highest yield.
	3.6 Clearly and accurately document the full range of pricing structures.
4 Establish the product.	4.1 Communicate a clear, scheduled implementation plan for all personnel involved in establishing the operational details of the product.
	4.2 Establish all required marketing activities to promote the product.
	4.3 Where appropriate, test new products and services in the marketplace prior to full implementation.
5 Monitor and evaluate the success of the	5.1 Monitor product development initiatives in terms of response in the marketplace; feedback from the distribution network, staff and customers; and changes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
product.	in the internal or external environment that may impact on plans, cost-effectiveness and profitability. 5.2 Identify and action changes required in a timely manner and according to any contractual obligations. 5.3 Communicate changes to all relevant colleagues, customers and distributors.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- market research skills
- critical thinking skills to facilitate rational and logical analysis of all input from colleagues and external stakeholders and to research information collected
- high-level communication skills to conduct consultation with internal and external stakeholders
- high-level literacy skills to read complex tourism research documents that relate to tourism trends, market statistics, information on market preferences and requirements
- numeracy skills to enable complex budgetary costings, calculate a range of different commission and mark-up structures and assess the profitability of various product options.

The following knowledge must be assessed as part of this unit:

- detailed knowledge of the tourism industry, including structure and interrelationships, tourism industry networks and information sources
- in-depth knowledge of distribution and marketing networks, especially those that would support the proposed tourism product
- in-depth knowledge of main stakeholders in local, regional, state and national tourism organisations and the structures of these organisations at each level
- current market trends, products and service styles that would meet certain market requirements and customer and tourism industry service and quality expectations for tourism products
- in-depth knowledge of the current tourism product base for the proposed destination and market to be serviced
- competitors' current and proposed products and services
- in-depth knowledge of the destination at which the product will be delivered

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- the primary components of laws that impact on tourism operations and actions that must be adhered to by tourism operators when delivering services, in particular laws that cover:
  - child sex tourism
  - legal liability insurance requirements and duty of care of customers
  - environmental protection (This would include required environmental licences, permits, accreditation and minimal impact practices.)
  - local community protection (This would include land ownership, management and access requirements.)
  - consumer protection (This would include refund requirements that must be met by tourism businesses, terms and conditions of quotations and cancellation fees.)
  - responsible service of alcohol
  - food safety
- understanding of the financial operating costs of the organisation, desired profit margins and achievement of high yield in order to determine an appropriate selling price
- industry commission and mark-up procedures and rates appropriate to the varying organisations within the distribution network
- planning and project management.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to research, assess and develop tourism products for a specific tourism operation and to monitor the product's success • ability to fully research, comprehend and analyse information on the full range of issues that relate to the development of the tourism product • detailed knowledge of the tourism industry, including structure and interrelationships, tourism industry networks, information sources and distribution and marketing networks • ability to consult and communicate with colleagues and external stakeholders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- project or work activities conducted over a commercially realistic period of time so that the research, analysis and monitoring aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped office environment using appropriate computers, communication technology, information programs and publications to facilitate the processes involved in developing tourism products
- access to an operation for which tourism products would be developed or to comprehensive and sufficient information about that tourism operation to allow the candidate to fully research, assess and develop tourism products
- access to current tourism industry data and information sources about tourism market trends and appropriate product match
- involvement of key stakeholders, both internal and external, so that consultation can be achieved
- use of legislation or plain English documents produced by regulators.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to research, assess and develop tourism products. The following examples are appropriate for this unit:

- project activities to research, assess and develop tourism products in conjunction with an industry operator
- project activities to research, assess and develop a tourism product for the training college or local community
- review of completed product costing and pricing structures for specific products
- case studies to assess the candidate's ability to assess markets with differing product preferences and requirements
- case studies to assess the candidate's ability to evaluate tourism products and markets with different distribution and marketing networks
- written and oral questioning or interview to test knowledge such as structure of the tourism industry,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	tourism industry interrelationships, distribution networks, mark-up and commission structures and legal requirements • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXMGT003A Manage projects • SITTPPD002A Research tourism data • SITTPPD003B Source and package tourism products • SITTPPD006B Plan and develop ecologically sustainable tourism operations • SITTPPD007A Plan and develop culturally appropriate tourism operations.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Tourism products offered within the tourism industry are diverse and may include:	• products designed for:
	  • domestic tourists travelling within Australia
	  • international tourists travelling within Australia (inbound)
	  • Australians travelling internationally (outbound)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- group tours
- touring products for individuals
- a single product or service
- multiple products and services making up a complete tour package
- brochured tours
- day tours
- extended touring programs
- specially tailored itineraries
- inclusive products or optional touring products
- series tours
- incentive tours
- meetings and conferences
- special events
- cultural events
- sporting events
- transportation
- transfers
- accommodation
- food, beverage and catering
- entertainment
- cruises
- attractions or sites
- exhibits
- guest activities and shows
- tour guiding services
- adventure activities
- functions
- venue facilities
- convention facilities.

Information sources may include:

- local, regional, state or territory, and federal tourism organisations
- local, regional, state or territory, and federal tourism and tourism marketing plans
- other government agencies
- government funding bodies
- government and private tourism research bodies
- tourism industry associations
- destination marketing companies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- others in the distribution network, which will vary but can include:
  - tour operators
  - tour wholesalers
  - inbound tour operators
  - retail travel agencies
  - event management companies
  - professional conference organisers
- business management and marketing consultancies
- reports on tourism
- privately owned tourism businesses
- national parks and land management agencies
- other local communities
- local people
- internet.

External stakeholders may include:

- local, regional, state or territory, and federal tourism organisations
- other government agencies
- privately owned tourism businesses
- tourism industry associations
- tourism marketing organisations
- destination marketing companies
- business management and marketing consultancies
- others in the distribution network, which will vary but can include:
  - tour operators
  - tour wholesalers
  - inbound tour operators
  - retail travel agencies
  - event management companies
  - professional conference organisers
- local communities and cultural groups within the destination of the product
- local businesses within the destination of the product
- state, territory or local councils which manage the implementation of laws to protect the environment and local community
- land management and protection authorities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- special interest groups
- licensing or regulatory authorities.

Product and service gaps may include:

- gaps within the existing product range
- gaps in product not currently delivered by any competitor or potential competitor
- gaps in products delivered at current or prospective destinations
- specific consumer markets not currently serviced by any competitor or potential competitor
- markets for which level of demand is not being met.

Assessment of external issues that impact on establishing a product may involve:

- required legal compliance especially consumer protection
- requirements for public liability and duty of care
- reliability of other tourism operators, who supply a component of any packaged tourism product, in complying with laws especially those that relate to responsible service of alcohol, food safety , environmental and local community protection
- reliability of other tourism operators in providing promised products and services
- technological developments
- general industry trends
- environmental and local community protection credentials of tourism operators whose product will be a component of any packaged tourism product.

Self-assessment of organisation's capability to provide proposed product may involve consideration of:

- the range of products currently offered and resources required to diversify
- the product preferences and requirements of target market
- resources required to establish a new product
- the budgetary constraints involved in providing the product and applying a profitable selling price
- current environmental credentials and the need to extend these to deliver tourism products in environmentally sensitive areas
- any legislative, permit, licence or accreditation requirements especially those that relate to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environmental and local community protection
- ability of environmentally or culturally sensitive destinations to sustain a tourism operation
- the organisation's ability to operate tours and to sustain the natural and cultural environment by use of minimal impact practices
- a documented risk assessment of all aspects of providing required products including control measures.

Expenditure items may include:
- supply of all component products and services that make up the product
- capital costs of the product developer and proportion attributed to the product
- fixed costs that relate to delivery of the product
- variable costs
- marketing costs
- human resource costs for all personnel involved in planning and delivering the product
- business insurances
- licensing and permit fees
- proportion of product developer's operating costs attributed to operating the product.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD002A Research tourism data

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct formal tourism research. It requires the ability to identify research needs, conduct the research and accurately analyse and interpret the data.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key research function for a diverse range of tourism and hospitality products and services and applies to the full range of industry sectors.

Research may be primary or secondary and may be conducted to inform a range of activities and planning processes. It may be required to assist with customer service, planning and product development, sales and marketing and sales.

Researching tourism data would normally apply to senior tourism and hospitality industry personnel who operate autonomously and have a strategic management role. Research could be undertaken by those who operate with some level of autonomy or under limited supervision and guidance from others, e.g. senior operative personnel and supervisors.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify research needs.	1.1 Identify specific research needs based on current business focus and needs of the organisation.
	1.2 Develop objectives for the ***research*** in consultation with relevant colleagues and authorities.
2 Conduct research.	2.1 Select ***research method*** according to objectives and available resources.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.2 Prepare accurate documentation that incorporates sound research methodologies where appropriate.
	2.3 Identify the need for and obtain specialist assistance where appropriate.
	2.4 Identify and use appropriate ***information sources*** and technology to assist in the research process.
	2.5 Conduct research within agreed timeframes and according to agreed methodology.
	2.6 Identify the need for adjustments to the research process and make them when required.
3 Interpret and apply research results.	3.1 Analyse and interpret data accurately.
	3.2 Use results to inform current activities and future planning.
	3.3 Communicate research results containing recommendations and observations to appropriate colleagues and external agencies in a timely manner.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking skills to facilitate rational and logical analysis of all research information collected
- high-level communication skills to facilitate the analysis and interpretation of complex research data and to communicate research findings in plain English to colleagues and external agencies
- high-level literacy skills to read complex tourism research documents that relate to such things as tourism trends, market statistics, information on market preferences and product performance
- numeracy skills to interpret and analyse complex tourism data.

The following knowledge must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- typical research methodologies used in a tourism industry context
- types of technology used in the conduct of research projects
- role of research within the tourism industry and major research bodies
- common sources of tourism research data.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to research, interpret and apply results for a specific tourism purpose • knowledge of research techniques and methodologies • project or work activities conducted over a commercially realistic period of time so that the research and analysis aspects of this unit can be assessed.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped office environment using appropriate computers, communication technology, information programs and publications to facilitate the processes involved in conducting research of tourism data • access to current tourism industry data and information sources • access to an operation to allow the candidate to fully research, interpret and apply data results to an operational activity or to comprehensive and sufficient information about that tourism operation.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- research project and report for a tourism industry organisation
- case study of a given tourism scenario and review of research and resultant report
- case studies to assess the candidate's ability to apply research and differing methodologies to different tourism industry activities
- written and oral questioning or interview to test knowledge of research methodologies and tourism data sources
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCCS003A Manage quality customer service
- SITXMGT004A Develop and implement a business plan
- SITXMPR004A Coordinate marketing activities
- SITXMPR005A Develop and manage marketing strategies.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Research may relate to a range of data, including:	• customer preferences • general visitation patterns • success of marketing initiatives • distribution networks.
Research methods may include:	• questionnaires and surveys • face-to-face and phone interviews • focus groups • electronic counters • evaluation of secondary data • desk research.
Information sources may include:	• government agency websites and tools, such as the online tourism data warehouse Decipher • industry associations • regional, state or territory, and federal tourism marketing agencies.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD003B Source and package tourism products

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to source and package tourism products to meet the needs of particular markets or customers. It requires the ability to create, tailor and cost packages that may include complex itineraries or a wide range of products.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

The unit builds on the more operational skills found in the Tourism Sales and Operations units, such as:

- SITTTSL006B Prepare quotations
- SITTTSL008B Book and coordinate supplier services.

Negotiating with suppliers for any product component is covered in SITXMGT006A Establish and conduct business relationships.

This unit does not cover the ability to participate in the strategic development of the organisation's product range. SITTPPD001B Research, assess and develop tourism products, takes a more strategic focus to product development and covers the high-level market research and analysis function of product planning.

Application of the Unit

Application of the unit

This unit describes the product planning function for a diverse range of tourism and hospitality packaged products and services and applies to the full range of industry sectors.

The unit applies to the development of new or enhanced packaged tourism products. It describes the generic tourism product packaging process that applies to the development of any style of packaged product for the domestic or international

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

customer and covering any Australian or international destination.

The unit has particular application to inbound and outbound tour wholesalers and to tour operators. Tourism operators might source and package tourism products and services for a range of different products, e.g. brochured touring products, incentive and special interest groups and series tours.

The sourcing and packaging of tourism products and services involves complex itinerary planning, costing and operational coordination. This unit applies to senior tourism and hospitality industry personnel who operate with some level of autonomy or under limited supervision and guidance from others. These roles would include product development coordinator, senior tour coordinator, senior inbound tour coordinator, incentive account manager, account manager for a professional conference organiser, senior operations consultant or manager for a tour operator and owner-operators of any type of tourism business.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL006B Prepare quotations.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source component products.	1.1 Identify product objectives in consultation with appropriate colleagues and customers.
	1.2 Identify and determine destination and product preferences and requirements of ***customer or consumer market to be serviced***.
	1.3 Identify and ***research*** potential destinations and ***component products and services*** using appropriate methods.
	1.4 Assess destination and product details relating to market or customer suitability, including costs, availability or accessibility, features and benefits, product match to preferences and requirements and profit potential.
	1.5 Assess the ***quality credentials*** of tourism operators and their products to be packaged.
	1.6 Select destinations and products based on research conducted.
2 Package component products.	2.1 Develop packaged products or programs to meet the ***requirements of specific customers or markets***.
	2.2 Combine and integrate program components to create maximum value and saleability within nominated constraints.
	2.3 Make agreements with suppliers according to organisation profit and other requirements and confirm in writing in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	line with organisation procedures.
	2.4 Cost programs to ensure profitability using appropriate technology to take account of key financial factors, including: • full range of commission or mark-up structures that would apply to each organisation involved in the distribution network for the product • desired profit margin for the packaged product • application of appropriate mark-up to achieve a profitable selling price • any additional taxes, special fees and other charges • any applicable exchange rate implications.
	2.5 Document the product or program and pricing structures clearly to include full details of all inclusions, exclusions and add-ons and present to colleagues or customers.
	2.6 Review and adjust products or programs and pricing structures in response to feedback from customers or colleagues.
	2.7 Check and incorporate legal requirements.
	2.8 Present final details of products or programs to appropriate colleagues or customers for approval prior to finalisation of operational or marketing details and within required timeframes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills to obtain general information on destinations, product base within the destination and customer or market product preferences and requirements
- ability to assess research findings and match destinations and products to meet the needs of the specific customer or market
- literacy skills to read and interpret documents, such as:
  - customer requests

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- organisational documents that outline the range of current products and style
- complex supplier component product information, including contracts and costs
- information obtained on customer or market product preferences and requirements
- writing skills to document complex product information, programs and pricing structures, including the specific applicable conditions
- numeracy skills to calculate complex costing components and a range of different commission and mark-up structures.

The following knowledge must be assessed as part of this unit:

- detailed knowledge of the tourism industry, including structure and interrelationships, tourism industry networks and information sources
- industry information or destination marketing networks and their value in conducting research for the packaging process
- in-depth destination and product knowledge appropriate to the specific tourism or hospitality industry sector and components to be included in the product or program
- in-depth knowledge of customer or market product preferences and requirements
- negotiated cost of supply and contractual arrangements with suppliers
- key principles and elements of calculating complex packaged product costings and pricing structures
- in-depth knowledge of distribution and marketing networks, especially those involved in distributing the proposed tourism product or program
- industry commission or mark-up procedures and rates appropriate to the particular sector and the varying organisations within the distribution network
- industry practices in packaging products and presenting pricing structures appropriate to different sectors, including:
  - different costing options, e.g. per person, room or group; all inclusive; and ground content only
  - typical package styles for different markets or customer types
- the existence and basic aspects of laws that impact on tourism operations and actions that must be adhered to by tourism operators when delivering services, in particular laws that cover:
  - child sex tourism
  - legal liability insurance requirements and duty of care of customers
  - environmental protection (This would include required environmental licences, permits, accreditation and minimal impact practices.)
  - local community protection (This would include land ownership, management and access requirements.)
  - consumer protection (This would include refund requirements that must be met by tourism businesses, terms and conditions of quotations and cancellation fees.)
  - responsible service of alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- food safety.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to proactively source, package and match destinations and quality controlled products that meet the needs of specific customers or markets • ability to develop and cost practical programs that meet both customer needs and organisation business requirements • ability to source and package multiple programs in response to multiple customer needs or organisational requests covering a range of tourism products and services • ability to source and package tourism products and services within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • project or work activities conducted over a commercially realistic period of time so that all aspects of the packaging process can be assessed • completion of product or program costings that meet the deadlines determined by the customer and the organisation.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped industry-realistic office environment using appropriate computers, communication technology, software and information programs and publications currently used in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

tourism industry to facilitate the processes involved in sourcing, packaging and costing tourism products
- access to current tourism industry destination and product information sources, especially information about appropriate product match
- access to an operation for which tourism products or programs would be developed ***or*** access to comprehensive and sufficient information about that tourism operation and its market base to allow the candidate to fully develop appropriate packaged products or programs
- use of relevant and current product information to support the costing process, e.g. brochures, tariffs, product sales kits and supplier contracts
- use of legislation or plain English documents produced by regulators.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project activities to develop packaged tourism products or programs in conjunction with an industry operator
- project activities to develop packaged tourism products or programs for the training college or local community
- review of completed product costing and pricing structures for specific packaged products or programs
- case studies to assess the candidate's ability to research and meet the needs of customers or markets with differing product preferences and requirements
- written and oral questioning or interview to test knowledge such as structure of the tourism industry, tourism industry interrelationships, distribution networks, mark-up and commission structures and legal requirements.
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL002A Access and interpret product

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	information • SITTTSL003A Source and provide international destination information and advice • SITTTSL004A Source and provide Australian destination information and advice.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Customer or consumer market to be serviced may include:	• domestic tourists travelling within Australia • international tourists travelling within Australia (inbound) • Australians travelling internationally (outbound) • groups • individuals • leisure travellers • business travellers • those travelling on incentive tours • those interested in the natural environment • those interested in special cultural groups • conference delegates • event participants • special interest groups, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• educational groups • sporting groups • customers or groups of a particular cultural background.
Research may include:	• desk research • personal contact with tourism authorities, product suppliers or distribution network • destination or site inspection.
Component products and services to be packaged might include:	• accommodation • transport, such as air, rail, bus or coach, and shipping • hire car • entrances to attractions, museums, events and exhibits • food, beverage and catering • entertainment • tours • cruises • conference facilities • tour guiding services • activities • meals • functions • special items with customer corporate branding • venue hire • speaker services • audiovisual services • meeting or event equipment • special event consumable items.
Assessment of the ***quality credentials*** of tourism operators and their products to be packaged may involve:	• public liability and duty of care policies and procedures • safety record • customer service and satisfaction record • reliability of other tourism operators to provide promised products and services • reliability of other tourism operators in complying with laws • environmental and local community protection credentials of tourism operators who deliver tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	products in environmentally sensitive areas such as: • their compliance with laws, permit, licence or accreditation requirements that relate to environmental and local community protection • reliability in sustaining the natural and cultural environment by use of minimal impact practices.
Requirements of specific customers or markets may relate to:	• budget • product or service preferences and requirements • time constraints • cultural issues • integration into a wider touring, event or sporting program.
Special fees and other charges may include:	• service fee • transaction fee • itinerary preparation fee • visa and passport handling fee • loyalty program (e.g. frequent flyer) redemption fee • product booking fee • amendment fee • cancellation fee • reconfirmation fee • courier fee • credit card fee • communication fee.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD004A Plan and implement minimal impact operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise and operate tourism activities with minimal negative environmental and social impact, and to monitor and report on any impact.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

The emphasis of this unit is on short-term operational action planning and implementation, without the strategic focus found in SITTPPD006B Plan and develop ecologically sustainable tourism operations.

Application of the Unit

Application of the unit

This unit describes a product planning function for a diverse range of tourism products delivered across a range of tourism industry sectors.

It has particular application to the tour operating, cruise and attractions sectors and to those tourism products that are delivered in environmentally sensitive areas. Many would be nature or ecotourism-based experiences.

The planning and implementation of minimal impact operations could be for a series of activities within a venue, a tour operation, or a one-off activity. This role would normally apply to those who operate with some level of autonomy or under limited supervision and guidance from others, e.g. senior operational or supervisory personnel such as senior guide or senior activities coordinator, site guide, interpretive guide and owner-operator of a small tourism business.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Organise environmentally responsible activities.	1.1 Develop experiences and activities that combine education and interpretation of the natural environment, and ensure environmental sustainability and cultural sensitivity.
	1.2 Ensure a positive outcome for the local community and environment, and compliance with ecotourism codes of practice.
	1.3 Consult with colleagues and other stakeholders regarding issues of responsibility for ***environmental impact and social impact***.
	1.4 Develop tour procedures to limit potential negative impact and maximise positive impact on the natural environment and local community.
2 Conduct activities with minimal impact.	2.1 Select and use ***minimal impact techniques and procedures*** appropriate for a given area.
	2.2 Advise customers politely about acceptable behaviour in different environments and communities prior to entering the area.
	2.3 Provide a role model for customers and colleagues in relation to minimal impact.
	2.4 Take appropriate action to address situations where customer behaviour is not acceptable.
3 Monitor impact and changes.	3.1 Monitor and accurately record ***changes in the natural environment*** using appropriate technology.
	3.2 ***Collect environmental information*** on behalf of environmental and social agencies and authorities where appropriate.
	3.3 Advise appropriate authorities of environmental and social change promptly.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- information collection techniques for monitoring environmental and social impact
- high-level communication skills to consult with colleagues and stakeholders on issues of environmental responsibility, inform customers of their minimal impact responsibilities as tour or activity members, and discipline non-compliance when necessary
- literacy skills to:
  - read and interpret complex materials describing environmental regulatory requirements, local land management practices and permit requirements, and industry and ecotourism codes of practice
  - develop written or verbal tour procedures
- numeracy skills to:
  - record and calculate basic measurements for environmental monitoring, e.g. temperature
  - count sightings of environmental components, e.g. numbers of animals.

The following knowledge must be assessed as part of this unit:

- general and overview knowledge of global environmental issues and ethics
- broad working knowledge of the environmental and social impact of tourism
- in-depth knowledge of local environmental issues and the social and cultural aspects of the local host community
- the key contents of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- broad working knowledge of the range of environmental legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments
- working knowledge of the particular land management practices and permit requirements affecting the area of operations, e.g. those used by national park management
- understanding of the biophysical and socio-cultural elements in an environment
- minimal impact techniques and procedures in relation to:
  - waste disposal
  - use of tracks
  - energy use
  - noise
  - souveniring
  - setting of camps
  - interaction with wildlife
  - group size

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- activity-specific guidelines
- local customs and courtesies.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to organise and operate tourism activities with minimal negative environmental and social impact and monitor and report on any impact on the environment • knowledge of general environmental impact and issues in regard to tourism and the particular environments of operation • knowledge of minimal impact practices • planning and implementation of minimal impact operations for multiple delivery environments to ensure that skills can be adapted to different delivery locations and contexts • project or work activities conducted over an operationally realistic period of time so that the monitoring and recording of changes in the natural environment can be assessed.
Context of and specific resources for assessment	Assessment must ensure: • access to comprehensive and sufficient information about the tourism delivery environment to allow the candidate to plan for minimal impact operations and monitor any environmental impact • conduct and monitoring of a minimal impact tour or activity within appropriate environments, e.g. in an environmentally sensitive area • conduct of a tour or activity and interaction with customer groups of a size and nature that reflect the commercial environment in which the tour or activity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

operates.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and implement minimal impact operations. The following examples are appropriate for this unit:

- direct observation of the candidate conducting a tour or activity in an environmentally sensitive area
- review of planning and operational activities undertaken as part of industry placement or training with an industry operator
- project or case study to analyse appropriate minimal impact approaches for different environments
- written and oral questioning or interview to test knowledge of the environmental and social impact of tourism, local environmental issues, minimal impact techniques and procedures and regulatory requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE004A Lead tour groups
- SITTGDE006A Prepare and present tour commentaries or activities
- SITTPPD005A Plan and develop interpretive activities
- SITTPPD006B Plan and develop ecologically sustainable tourism operations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Environmental impact may include:

- positive:
  - opportunities for conservation and protection
  - education of visitors
  - improvement of sites already impacted
- negative:
  - disturbance of flora and fauna
  - physical damage
  - introduction of exotic and feral species
  - pollution
  - waste, energy and consumable demands and issues
  - visual impacts.

Social impact may include:

- positive:
  - economic benefits to local community
  - improved local facilities
  - employment
  - visitor education
  - greater understanding between host and visitor cultures
- negative:
  - trivialisation of culture
  - effect on social structures.

Minimal impact techniques and procedures may include:

- education on appropriate behaviour
- site hardening
- technological solutions
- education
- restricting or limiting access
- staged authenticity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Changes in the natural environment may include:	• breeding events • erosion • species sighting • changes to flora • changes to fauna.
Collecting environmental information may involve:	• logbooks • sighting forms • basic measurements, including temperature, weather conditions and estimating percentage cover and water • photography.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD005A Plan and develop interpretive activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and develop interpretive activities for different customer groups. It requires the ability to establish the educational, interpretive and commercial objectives of the activity, develop all operational aspects and evaluate the success of the activity.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit does not cover the ability to participate in the strategic development of the organisation's product range. SITTPPD001B Research, assess and develop tourism products, takes a more strategic focus to product development and covers the high-level market research and analysis function of product planning.

The actual presentation of activities is covered in unit SITTGDE006A Prepare and present tour commentaries or activities.

Application of the Unit

Application of the unit

This unit describes a product planning function for a diverse range of tourism activities delivered in a range of tourism industry sectors. It is particularly relevant to those developing activities within tour operations, attractions, theme parks, and national parks for delivery at a particular site. Many would be nature or ecotourism-based experiences.

This unit can have broader industry application and can apply to cultural industries where delivery of interpretive activities takes place in a museum, gallery, library, performing arts centre or zoo; sport and recreation industries for interpretive activities that are linked to outdoor and adventure activities such as

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

guided bushwalking; and any industry that operates interpretive activities at an industrial site, e.g. breweries, waste management facilities and factories.

The planning and development of interpretive activities may be for a series of activities within a venue or tour operation or for a one-off activity. Planning and development may be undertaken by the same person involved in delivering the activity or may be developed by senior operational or supervisory personnel. The planning role would normally apply to those who operate with some level of autonomy or under limited supervision and guidance from others, e.g. senior guide or senior activities coordinator, site guide and interpretive guide.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

of competency.	***italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish need for activity.	1.1 Identify need for the ***interpretive activity***, based on customer requests and feedback, product development initiatives and wider community needs.
	1.2 Establish educational, interpretive and commercial objectives of the activity in consultation with appropriate colleagues.
2 Develop the activity.	2.1 Identify and develop possible themes and messages for the activity.
	2.2 Identify and access a range of potential information and ***resources***, including ***other specialists*** as required, in a culturally and environmentally appropriate manner.
	2.3 Develop activity using creative and interpretive techniques.
	2.4 Identify hazards for customers and delivery personnel at activity site, conduct a risk assessment and incorporate controls into activity development.
	2.5 Select messages and supporting information of appropriate breadth and depth to meet customer needs.
	2.6 Develop resources to support the activity within designated timelines.
	2.7 Develop activity within budget to meet agreed objectives in consultation with colleagues.
	2.8 Promote activity in conjunction with relevant colleagues and according to organisation marketing objectives.
3 Evaluate activity.	3.1 Obtain formal and informal feedback from customers and colleagues during piloting or conduct of activity.
	3.2 Modify activity according to feedback received.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Establish and implement ongoing review mechanisms to ensure continuous improvement of activity in line with its objectives.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to conduct a safety-based risk assessment
- interpretation of the specific needs of customers and any specific services previously promoted to customers
- high-level communication skills to facilitate the gathering and analysis of complex information and to interpret this for simpler communication to customers
- creative communication techniques for interpretive commentaries or activities, including such things as storytelling, role-play, games, sensory awareness exercises and illustrated talks.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of subject matter around which the activity is developed
- the comprehensive details of Freeman Tilden's principles of interpretation
- principles and processes that support activity development.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to develop all operational aspects of interpretive

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency in this unit

activities that meet the needs of the specific customers and objectives of the organisation and evaluate those activities

- subject knowledge and ability to apply that knowledge to the development of tourism-related interpretive activities
- planning and developing various interpretive activities covering multiple themes and messages that meet the needs of different customer groups to ensure consistency of performance
- planning and developing interpretive activities that take account of the commercial constraints of their delivery, e.g. budget restrictions and limitations on activity duration
- planning and developing interpretive activities for a number of different delivery environments (e.g. at a nature-based site, at a cultural site, in a national park or on a walking tour) to ensure that skills can be adapted to different delivery locations and contexts
- project or work activities conducted over an operationally realistic period of time so that monitoring, evaluation and review of interpretive activities can be assessed, e.g. through a pilot of activities.

Context of and specific resources for assessment

Assessment must ensure:

- access to and use of appropriate environments for which interpretive activities can be planned and developed, e.g. nature-based sites, cultural sites, national parks and walking tours
- access to comprehensive and sufficient information about the customer base for which interpretive activities would be planned to allow the candidate to fully develop appropriate activities
- access to resources and equipment used for the presentation of interpretive activities.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and develop interpretive activities. The following examples are appropriate for this unit:

- project to develop and evaluate activities for a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

nominated customer group or organisation
- review of planning and development activities undertaken as part of industry placement or training with an industry operator
- written and oral questioning or interview to test knowledge of interpretation principles and activity development processes
- case studies to assess ability to tailor activities and information to suit particular customer needs
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE006A Prepare and present tour commentaries or activities
- SITTGDE008A Research and share general information on Australian Indigenous culture
- SITTGDE009A Interpret aspects of local Australian Indigenous culture
- SITTGDE010B Prepare specialised interpretive content on flora, fauna and landscape
- SITTGDE011B Prepare specialised interpretive content on marine environments
- SITTGDE012B Prepare specialised interpretive content on cultural and heritage environments.

This unit involves substantial knowledge of the subject matter around which the interpretive activity is based. This knowledge must be thoroughly assessed. Co-assessment with at least one of the abovementioned units is required. Those units describe skills and knowledge essential to this unit of competency.

Assessment methods should take into account that individuals may have acquired this knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

An ***interpretive activity***:

- may include:
  - guided walks
  - guided site activities
  - touring activities
  - sporting activities
  - one or more activities that may be combined in an overall tour program
- may relate to a range of subjects, including:
  - wildlife
  - domestic and farm animals
  - birds
  - history and heritage
  - culture
  - art
  - natural environment
  - built environment
  - sports
  - festivals or seasonal themes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Resources may include:

- natural resources
- audiovisual equipment, such as:
  - video and video monitor
  - slides and slide projector
  - microphone
  - overhead projector and transparencies
- handouts
- costumes
- props
- actors and performers
- guest speakers
- special interest organisations.

Other specialists may include:

- subject matter experts
- cultural advisers
- technical experts
- creative designers
- actors and performers
- marketers
- environmental educators
- interpretation consultants.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD006B Plan and develop ecologically sustainable tourism operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to strategically plan ecologically sustainable tourism operations. It also requires the ability to establish and operate an ecologically sustainable tourism operation and to monitor any environmental impact it may have.

It builds on SITTPPD004A Plan and implement minimal impact operations, which is more operationally focused.

The work involved in this unit is subject to a range of regulatory requirements that relate to environmental sustainability at land management agency and federal, state or territory, and local government level. Therefore, training and assessment must take into account the specific requirements of environmental legislation as it applies to the product or destination.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key product planning function for a diverse range of tourism and hospitality products and services and applies across many industry sectors.

Planning and developing ecologically sustainable tourism operations involve a strategic focus on the overall and long-term operation of a tourism product. It might be for a whole region or local area, for a particular tourism venue, or for individual touring product.

The unit has particular application to the accommodation, tour operating, cruise and attraction sectors and to those tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

products that are delivered in environmentally sensitive areas, many of which would be nature or ecotourism-based experiences.

This unit applies to senior tourism and hospitality industry personnel who operate autonomously and have strategic tourism planning and product development roles. These roles would include regional tourism manager, resort or hotel manager, operations or general manager, marketing manager, product development manager and owner-operator of any type of accommodation or tour operating business.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan for ecologically sustainable tourism operations.	1.1 Include an evaluation of the relationship between tourism and the environment in the planning process. 1.2 Conduct a cost versus yield evaluation of establishing and operating the operation on an ongoing basis according to industry and ecotourism codes and legislation. 1.3 Incorporate into the planning process the need for an economic or social return to the local community. 1.4 Conduct ***a range of evaluations*** prior to any decision to establish the operation. 1.5 Investigate and incorporate into the planning process ***methods of managing tourism impact*** and protecting vulnerable sites. 1.6 Consult all ***stakeholders*** and incorporate their views into the planning process. 1.7 Develop strategies to balance ecological sustainability and the economic viability of the operation. 1.8 Base development decisions on the information obtained in the evaluation and planning process.
2 Develop and implement ecologically sustainable tourism operations.	2.1 Develop and implement courses of action and systems to limit ***negative environmental impacts*** and damage. 2.2 Establish and integrate best practice environmental standards in the operation. 2.3 Identify and use appropriate technology for environmental best practice. 2.4 Develop environmentally-friendly codes of practice for all aspects of the operation and for customer use. 2.5 Conduct operations according to ecologically sustainable practices, guidelines provided by industry and ecotourism codes of practice and requirements of the law. 2.6 Promote environmental awareness within the tourism industry and to customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Monitor environmental impact of operations.	3.1 Monitor and assess environmental impact of operations as part of regular management reviews. 3.2 Continuously monitor compliance with industry and ecotourism codes and legislative requirements. 3.3 Initiate appropriate follow-up action based on assessment of environmental impact and compliance.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of environmental legislation and regulation imposed by relevant land management agencies and federal, state or territory, and local governments
- interpretation of industry and ecotourism codes of practice
- high-level communication skills to conduct comprehensive consultation with key stakeholders
- critical thinking skills to facilitate rational and logical analysis of cost versus yield and other evaluations associated with planning the establishment of the tourism operation
- literacy skills to read and interpret complex material describing environmental regulatory requirements and industry and ecotourism codes of practice
- high-level written literacy skills to develop comprehensive plans for ecologically sustainable tourism operations, and operational and customer-focused codes of practice
- numeracy skills to perform complex calculations when evaluating cost versus yield.

The following knowledge must be assessed as part of this unit:

- the key characteristics of tourism trends, developments and the environmental impact of tourism
- the key characteristics of global environmental issues and intricacies of local environmental issues
- the intricacies of the social, cultural and economic aspects of the local host community
- the objectives, components and comprehensive details of environmental and local community protection compliance requirements within state, territory and local government laws and regulations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- the objectives, components and comprehensive details of guidance given by industry and ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- consultative and communication mechanisms commonly used by organisations to deal with sensitive ecological and community issues
- the objectives and intricate details of minimal impact techniques
- the intricate details of methods of managing tourism impacts
- the intricate details of environmental management strategies and practices to acceptably balance ecological sustainability and the economic viability of an operation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to strategically plan for, establish and operate an ecologically sustainable tourism operation and to monitor any environmental impact
- project or work activities conducted over a commercially realistic period of time so that the planning, evaluation and monitoring aspects of the operations can be assessed
- ability to critically analyse all information that relates to the product development phase
- knowledge of the current range of legislation, regulations and industry codes and ability to interpret the requirements as they relate to the tourism operation
- knowledge of minimal impact and environmental management strategies.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped industry-realistic office environment using appropriate computers, printers, information programs and publications currently used in the tourism industry to facilitate the planning and product development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

processes involved
- access to a destination where the ecologically sustainable tourism operation would be established and operated ***or*** access to comprehensive and sufficient information about that destination to allow the candidate to plan for strategically, establish and operate an ecologically sustainable tourism operation and monitor any environmental impact
- access to current regulatory documents distributed by key land management agencies and federal, state or territory, and local governments, such as plain English legislative publications, codes and standards outlining environmental regulatory requirements
- use of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- involvement and interaction with a group of people so that consultation with key stakeholders can be achieved..

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and develop ecologically sustainable tourism operations. The following examples are appropriate for this unit:

- review of a completed plan for the tourism operation, including analysis of all evaluations that have been conducted
- review of codes of practice developed by the candidate
- review of environmental impact monitoring reports completed by the candidate and action plans for any required corrective measures
- project activities to plan and develop an ecologically sustainable tourism operation in conjunction with industry
- project activities to plan and develop an ecologically sustainable tourism operation for a given environmentally sensitive area
- case studies to assess the candidate's ability to evaluate the development and operation of different tourism operations with differing environmental issues
- case studies and projects to assess the candidate's ability to improve the ecological sustainability of existing tourism operations
- written and oral questioning or interview to test

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

knowledge such as industry codes of conduct, environmental regulatory requirements, minimal impact techniques and methods of managing tourism impact

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD001B Research, assess and develop tourism products
- SITTPPD004A Plan and implement minimal impact operations
- SITTPPD007A Plan and develop culturally appropriate tourism operations
- SITXFIN005A Prepare and monitor budgets.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Range of evaluations prior to establishing the operation may

- a complete environmental impact study
- a site evaluation
- evaluation of the social impact on local communities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

involve:	• evaluation of the operation's ability to comply with industry and ecotourism codes of practice • evaluation of the operation's ability to comply with enironmental and community protection laws.
Methods of managing tourism impact may include:	• limits of acceptable change • zoning • exclusion • community consultation and involvement • tourism development plans • scheduling • consideration of optimal weather conditions and seasons • selection of most appropriate transport modes • education • size of operation and group size.
Stakeholders may include:	• host community where the operation is to take place • investors • state, territory and local government authorities • land management and protection authorities, such as national parks • consumer representatives • suppliers of environmentally-friendly products.
Negative environmental impacts may include:	• disturbance of flora and fauna • physical damage • introduction of exotic and feral species • pollution • waste, energy and consumable demands and issues • visual impacts.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD007A Plan and develop culturally appropriate tourism operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan strategically for culturally appropriate tourism operations. It requires the ability to plan, develop and operate a culturally appropriate tourism operation and to monitor its impact on local communities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key product planning function for a diverse range of tourism and hospitality products and services and applies across many industry sectors.

Planning and developing culturally appropriate tourism operations involves a strategic focus on the overall and long-term operation of a tourism product. It might be for a whole region or local area for a particular tourism venue or individual touring product.

The unit has particular application to the accommodation, tour operating and attractions sectors and to those tourism products that involve substantial cultural content, the inclusion of visits to culturally sensitive sites, or a high-level of interaction between people of different cultures.

This unit applies to senior tourism and hospitality industry personnel who operate autonomously and have strategic tourism planning and product development roles. These roles would include regional tourism manager, resort or hotel manager, operations or general manager, marketing manager, product

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

development manager and owner-operator of any type of accommodation or tour operating business.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Plan for culturally appropriate tourism operations.	1.1 Conduct a cost versus yield evaluation of establishing and operating the operation on an ongoing basis according to the local community's cultural considerations.
	1.2 Identify the full range of cultural issues at the commencement of the planning process.
	1.3 Consult individuals and communities about ***cultural issues*** that might affect the operation and how the operation might affect local community culture.
	1.4 Identify and analyse the economic and social ***impact on the communities***.
	1.5 Identify the need for economic and social returns to local communities.
	1.6 Investigate and develop ways of managing and minimising negative tourism impact and maximising positive impact on the local culture.
	1.7 Develop strategies to balance cultural appropriateness and the economic viability of the operation.
	1.8 Base product development decisions on the information obtained in the evaluation and planning process, including the need for culturally appropriate operations.
2 Develop and implement culturally appropriate tourism operations.	2.1 Develop ***codes of practice and procedures*** for all aspects of the operation and for customer use that ensure that respect for cultural values is shown.
	2.2 Conduct operations according to established codes of practice.
	2.3 Encourage operational participation of individuals from the appropriate culture.
	2.4 Ensure that all customer activities are culturally appropriate.
	2.5 Share information with customers that is culturally appropriate and accurate and avoids cultural stereotyping.
	2.6 Consider copyright and intellectual property issues when developing the operation.
	2.7 Educate colleagues about other cultures and societies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA	
		during the development process.
	2.8	Encourage culturally appropriate behaviours in colleagues and customers through education.
	2.9	Promote the need for culturally appropriate behaviour throughout the organisation and with customers.
	2.10	Use promotional and other materials to inform colleagues and customers about cultural issues.
3 Monitor operations.	3.1	Continuously monitor the standard of operations to ensure culturally appropriate practices are maintained.
	3.2	Conduct regular consultation with individuals and local communities as appropriate in order to obtain feedback on the operation.
	3.3	Deal with operational issues promptly and consider changes to continuously improve organisation practices.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to conduct comprehensive and culturally appropriate consultation with local community stakeholders
- critical thinking skills to facilitate rational and logical analysis of cost versus yield and other evaluations associated with planning the establishment of the tourism operation
- high-level written literacy skills to develop comprehensive plans for culturally appropriate tourism operations, and operational and customer-focused codes of practice
- numeracy skills to perform complex calculations in evaluating cost versus yield.

The following knowledge must be assessed as part of this unit:

- general knowledge of the social, cultural and economic impact of tourism
- cross-cultural awareness and in-depth understanding of the social, cultural and economic aspects of the local host community

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- in-depth knowledge of consultation and communication mechanisms commonly used by organisations and by the local host community
- copyright and intellectual property issues associated with delivering information about local cultural issues
- different ways in which organisations can foster culturally appropriate behaviour during product development and product delivery
- ways of managing and minimising negative tourism impacts and maximising positive impacts on the local culture.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to strategically plan for, develop and operate a culturally appropriate operation and to monitor the delivery of the product to ensure ongoing culturally appropriate behaviour
- ability to integrate culturally appropriate practices into the product development phase
- ability to critically analyse all information that relates to the product development phase
- knowledge of strategies to manage and minimise negative tourism impact and maximise positive impact on the local culture
- project or work activities conducted over a commercially realistic period of time so that the planning, evaluation and monitoring aspects of the operations can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic office environment using appropriate computers, printers, information programs and publications currently used in the tourism industry to facilitate the planning and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

product development processes involved
- access to a destination where the culturally appropriate tourism operation would be established and operated ***or*** access to comprehensive and sufficient information about that destination, the local communities and culture to allow the candidate to plan for strategically, establish and operate a culturally appropriate tourism operation and to monitor any impact on the local culture
- involvement and interaction with a group of people so that consultation can be achieved.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and develop culturally appropriate tourism operations. The following examples are appropriate for this unit:

- review of a completed plan for the tourism operation, including analysis of all evaluations that have been conducted
- review of codes of practice developed by the candidate
- review of monitoring reports completed by the candidate and action plans for any required operational changes
- project activities to plan and develop a culturally appropriate tourism operation in conjunction with industry
- project activities to plan and develop a culturally appropriate tourism operation for a given destination, local community and culture
- case studies to assess the candidate's ability to evaluate the development and operation of different tourism operations with differing culturally sensitive issues
- case studies and projects to assess the candidate's ability to improve the cultural appropriateness of existing tourism operations
- written and oral questioning or interview to test knowledge such as social, cultural and economic impacts of tourism, copyright and intellectual property issues, and strategies for the management of the impact of tourism on local communities and their culture
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD001B Research, assess and develop tourism products
- SITTPPD006B Plan and develop ecologically sustainable tourism operations
- SITXFIN005A Prepare and monitor budgets.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Cultural issues may include:

- culturally appropriate activities
- use of cultural information
- access restrictions
- use of appropriate staff
- traditional and contemporary values and customs
- cultural differences in styles of negotiation and communication.

Impact on the communities may be:

- positive:
  - economic benefits to local community

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- improved local facilities
- employment opportunities
- cultural benefits
- visitor education
- greater understanding between host and visitor cultures

- negative:
  - trivialisation of culture
  - effect on social structures
  - damage to culturally sensitive areas or sites.

Codes of practice and procedures may relate to:

- involving appropriate people in both product development and delivery
- developing formal or informal guidance on appropriate staff and customer behaviour in given situations
- selecting appropriate staff for different situations
- guidelines for language skill requirements
- specific guidance on the use of culturally sensitive information
- guidance for negotiating contracts in cross-cultural situations.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD008A Develop host community awareness of tourism

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop a host community's awareness of tourism, including its costs and benefits. It requires the ability to educate and inform the community about tourism and to conduct community consultation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Developing the host community's awareness of tourism involves a strategic focus on the overall and long-term operation of tourism as an industry within a local community. It is a key component of tourism planning and management.

An awareness program would normally be for a whole region or local area but may sometimes apply to the development of a particular tourism venue or individual touring product.

This unit applies to senior tourism industry personnel from local, regional or state and territory tourism organisations that operate autonomously and have a strategic tourism planning role.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Educate and inform the community on tourism.	1.1 Set objectives for the education of the local community according to the goals of the organisation and the community.
	1.2 Choose ***appropriate communication methods***, and devise and implement ***strategies and programs to maximise the opportunity to inform*** all sections of the community about tourism.
	1.3 Communicate ***costs and benefits of tourism*** to the community on an ongoing basis.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Liaise with stakeholders.	2.1 Identify the main ***stakeholders*** in the host community. 2.2 Seek views and opinions of stakeholders on an ongoing basis in relation to tourism activities. 2.3 Assess and apply input from stakeholders in the planning and organisation of tourism activities. 2.4 Identify ***potential community conflict*** relating to tourism and seek solutions in consultation with relevant parties.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to:
  - conduct comprehensive consultation with key stakeholders
  - develop, implement and deliver information programs to maximise tourism, such as information sessions and written tactical public relations documents
- critical thinking skills to facilitate rational and logical analysis of input from key stakeholders
- high-level written literacy skills to develop both complex and plain English documents, including communication strategies, consultation questionnaires and information documents.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the community impact of tourism, both costs and benefits
- issues and problems that relate to host communities and tourism
- in-depth knowledge of the main stakeholders in local, regional, state or territory, and national tourism industry and structures of tourism organisations at each level
- in-depth understanding of the social, cultural and economic aspects of the particular local host community and the main stakeholders
- the key features of environmentally or culturally sensitive areas in the local or regional area

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- in-depth knowledge of strategic and tactical community communication processes.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • understanding the role of tourism within host communities, the impact of tourism and the role of major stakeholders • ability to develop and implement strategies for effective communication of tourism issues to a specific local community • ability to consult and communicate with the broad community.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped industry-realistic office environment using appropriate computers, communication technology, information programs and publications to facilitate the processes involved in developing and implementing communication strategies • access to a local host community where the community awareness program would be established and operated ***or*** access to comprehensive and sufficient information about that local host community to allow the candidate to plan for strategically, establish and operate a community awareness program • involvement of community stakeholders so that consultation can be achieved.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- case studies to address community awareness issues for a given community
- project activities to develop a community awareness program in conjunction with a local, regional, state or territory tourism organisation
- review of a completed community awareness program for a specific local community
- case studies to assess the candidate's ability to evaluate communities with differing social, cultural and economic structures and issues
- written and oral questioning or interview to test knowledge such as community impact of tourism, strategic and tactical community communication processes, and the structures of tourism management organisations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD010A Develop and implement local or regional tourism plan.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate communication methods may involve:

- using interpreters
- following cultural protocols
- face-to-face meetings
- limiting the amount of jargon and printed material and using as much visual information as possible.

Strategies and programs to maximise the opportunity to inform the community may include:

- media strategies, e.g. regular tourism column in local newspaper
- networking activities, e.g. regular functions between tourism operators and communities
- educational activities, e.g. speaking at local schools
- sponsorship activities, e.g. tourism sponsorship of local community activities
- community representation on relevant tourism committees and boards
- regular planning activities in conjunction with the local community
- information on the internet.

Costs and benefits of tourism to communities may include:

- benefits:
  - economic benefits to local community
  - improved local facilities
  - employment opportunities
  - cultural benefits, including cultural preservation
  - visitor education
  - greater understanding between host and visitor cultures
- costs:
  - trivialisation of culture
  - effect on social structures
  - damage to environmentally or culturally sensitive areas.

Stakeholders may include:

- general public

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- elected officials
- senior bureaucrats
- community groups
- elders of Indigenous communities
- tourism operators
- tourism industry associations
- land management and protection authorities
- state, territory or local council regulatory authorities
- trade unions
- media.

Potential community conflict may relate to:

- competition for local government resources
- conflicting opinions about tourism development options
- perceived threat to local amenities by high visitor numbers
- conflicting opinions regarding local government levies for tourism
- conflict between environmental and business groups.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD009A Assess tourism opportunities for local communities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to assess the general costs and benefits of tourism development with or on behalf of local communities. It requires the ability to seek all relevant information about potential tourism developments, critically analyse that information and make it available for community consensus and decision.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Assessing strategic tourism opportunities for local communities focuses on the overall and long-term operation of tourism as an activity or industry for the community. The assessment might focus on potential tourism developments or on the expansion of current activities.

An assessment would normally be conducted for a particular tourism venue or individual tourism product. However, it could be conducted for a whole region or local area that wants to develop tourism as a new or complementary industry to expand its economic base.

The local community wishing to operate a commercial tourism venture would normally make a request for the assessment. However, the assessment process could be instigated by local and regional tourism or industry organisations. In either case, the assessment is based on a need for communities to make informed decisions about their potential involvement in tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and the potential for success.

This unit applies to senior tourism industry personnel from local, regional or state and territory tourism organisations, to senior community members and to tourism business management consultants who operate autonomously and have a strategic tourism planning role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Seek and analyse information about tourism opportunities.	1.1 Choose ***appropriate communication methods***, consult the local ***community*** about the possibility of community involvement in tourism and seek agreement to investigate ***tourism opportunities***.
	1.2 Gather information from the community on their proposed tourism products.
	1.3 Identify and access general ***information sources*** for tourism, tourism market trends and distribution and marketing networks.
	1.4 Identify product and service gaps within the local area and region and analyse the potential for future development, based on community proposals.
	1.5 Identify current market trends and the need for tourism products and services and analyse the potential for future development, based on community proposals.
	1.6 Identify distribution and marketing networks that would support the proposed tourism product and analyse the ability to successfully market the proposal.
2 Liaise with external stakeholders.	2.1 Establish and maintain contacts with relevant people outside the community.
	2.2 Exchange information and advice with ***external stakeholders***.
	2.3 Consult external stakeholders on customer and tourism industry service and quality expectations for tourism products and services.
	2.4 Obtain information from other communities with experience in establishing and developing tourism products and use during analysis and consultation.
	2.5 Seek specialist assistance from external individuals and organisations when required.
3 Analyse local community issues relevant to establishing tourism	3.1 Identify and analyse potential economic and social ***impact on the community***.
	3.2 Identify and analyse the currently available infrastructure and infrastructure development required to support the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
activities.	delivery of tourism.
	3.3 Identify and analyse current skill levels and the need for training or specialist expertise.
	3.4 Identify and analyse potential conflicts between tourism and other community values.
4 Consult with the community.	4.1 Choose appropriate communication methods and conduct ***consultation with the community*** about opportunities and potential tourism developments.
	4.2 Provide the community with ***relevant***, ***current and accurate information*** to facilitate informed debate and decisions.
	4.3 Invite external individuals and organisations to talk to the community where appropriate.
5 Make decisions about tourism opportunities.	5.1 Make decisions about tourism opportunities within the appropriate timeframe, taking into account all information that has been gathered and analysed.
	5.2 Make decisions that reflect the wishes of the community.
	5.3 Integrate information collected in the assessment process into future planning of tourism activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills
- high-level communication skills to conduct:
  - comprehensive and culturally appropriate consultation with local community stakeholders
  - detailed consultation with external stakeholders
- critical thinking skills to facilitate rational and logical analysis of:
  - input from the broad community, key community stakeholders and external

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

stakeholders
- all research information collected.

The following knowledge must be assessed as part of this unit:

- general knowledge of the social, cultural and economic impact of tourism
- detailed knowledge of the tourism industry, including structure and interrelationships, tourism industry networks and information sources
- in-depth knowledge of distribution and marketing networks, especially those that would support any proposed tourism product
- in-depth knowledge of the main stakeholders in local, regional, state or territory, and national tourism organisations and the structures of these organisations at each level
- current market trends, products and service styles that would meet certain market requirements and customer and tourism industry service and quality expectations for tourism products and services
- in-depth knowledge of the current tourism product base for the particular community
- the key features of environmentally or culturally sensitive areas in the local or regional area
- in-depth understanding of the main stakeholders, the infrastructure within the particular community, and social, cultural and economic aspects of the area
- cross-cultural awareness and in-depth knowledge of consultative and communication mechanisms commonly used by organisations and the local community.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to assess tourism opportunities for a specific community and determine the potential for success • ability to fully research, analyse and provide information on the full range of issues that relate to the proposed tourism development within a community • detailed knowledge of the tourism industry, including structure and interrelationships, tourism industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

networks, information sources, and distribution and marketing networks
- ability to consult and communicate with the broad community, key community stakeholders and external stakeholders
- project or work activities conducted over a commercially realistic period of time so that the research, analysis and consultation aspects of this assessment of opportunities can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped office environment using appropriate computers, communication technology, information programs and publications to facilitate the processes involved in assessing tourism opportunities
- access to a community for which tourism opportunities would be assessed ***or*** access to comprehensive and sufficient information about that community to allow the candidate to fully assess tourism opportunities
- access to current tourism industry data and information sources about tourism market trends and appropriate product match
- involvement of key stakeholders, both internal and external to the community so that research and consultation can be achieved.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to assess tourism opportunities. The following examples are appropriate for this unit:

- project to fully assess tourism opportunities for a given community
- project activities to assess tourism opportunities in conjunction with a local, regional, state or territory tourism organisation, community or industry organisation, or tourism business management consultancy
- review of a completed assessment report for a specific community
- case studies to assess the candidate's ability to evaluate communities with differing social, cultural and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

economic structures and issues
- case studies to assess the candidate's ability to evaluate community areas with different tourism product bases, and distribution and marketing networks
- written and oral questioning or interview to test knowledge such as structure of the tourism industry, tourism industry interrelationships, distribution networks, community communication and consultation processes, and the structures of tourism management organisations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD008A Develop host community awareness of tourism
- SITTPPD010A Develop and implement local or regional tourism plan.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Appropriate communication methods may involve:	• using interpreters • following cultural protocols • face-to-face meetings • limiting the amount of jargon and printed material and using as much visual information as possible.
Community may relate to:	• traditional communities on ancestral lands • local residents in urban, regional or rural settings • extended families in urban or rural settings • small groups with common cultural links and interests • individuals who identify with and are accepted by a particular group.
Tourism opportunities cover the full range of tourism development opportunities, including:	• tourism retailing operations • tour operations • attractions, events and festivals • accommodation development • visits to the community by external tour operators • community involvement in providing staff for external operations • community involvement in training for the tourism industry.
Information sources may include:	• local, regional, state or territory, and federal tourism organisations • local regional, state or territory, and federal tourism and tourism marketing plans • other government agencies • government funding bodies • government and private tourism research bodies • tourism industry associations • destination marketing companies • tour operators, tour wholesalers and inbound tour operators • business management and marketing consultancies • reports on tourism • privately owned tourism businesses • national parks and land management agencies • other local communities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- local people
- internet.

External stakeholders may include:

- wider community
- local businesses
- local, regional, state or territory, and federal tourism organisations
- state, territory or local government authorities
- land management and protection authorities
- privately owned tourism businesses
- tourism industry associations
- tourism marketing organisations
- destination marketing companies
- business management and marketing consultancies
- tour operators, tour wholesalers and inbound tour operators
- training agencies.

Impact on the community may include:

- benefits:
  - economic benefits to local community
  - improved local facilities
  - employment opportunities
  - cultural benefits, including cultural preservation
  - visitor education
  - greater understanding between host and visitor cultures
- costs:
  - trivialisation of culture
  - effect on social structures
  - damage to environmentally or culturally sensitive areas.

Consultation with the community may involve:

- verbal presentations to individuals or groups
- public or community meetings
- presentations or talks from specialist advisers
- preparation and presentation of comprehensive written reports
- preparation and presentation of plain English excerpts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	from comprehensive written reports • presentation of notes or fact sheets about research findings • copies of information provided from external stakeholders.

Relevant, current and accurate information to be provided to the community must include:	• community's proposed tourism products
	• product and service gaps within the local area and region
	• current market trends and needs
	• need for tourism products and services to meet certain market requirements
	• customer and tourism industry service and quality expectations for tourism products and services
	• general information on distribution and marketing networks
	• information on particular distribution and marketing networks that would support the proposed tourism products
	• analysis of:
	  • community's ability to successfully market their proposed tourism products
	  • community's ability to successfully deliver their proposed tourism products
	  • positive and negative impact of operating the proposed tourism products
	• summary of all component analyses above and potential for success of the tourism development
	• information about other communities that have experience in establishing and developing tourism products
	• recommendations, including any alternative product offerings for the community to consider.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTPPD010A Develop and implement local or regional tourism plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement a strategic tourism plan in a local or regional areas. It requires the ability to develop the plan in consultation with the local community, implement all actions detailed in the plan and monitor all tourism activities for the area or region against the plan.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Developing a local or regional tourism plan involves a strategic focus on the overall and long-term operation of tourism as an industry within a local area or region. It is a key component of tourism planning and management.

This unit applies to senior tourism industry personnel from local, regional or state or territory tourism organisations that operate autonomously and have a strategic tourism planning role.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop plans for local or regional tourism.	1.1 Draft tourism plans within the context of the organisation's overall approach to tourism development within the region.
	1.2 Include an inventory of both ***tourism infrastructure*** and the carrying capacity of the region.
	1.3 Identify ***product and service gaps*** and the potential for future development, including use of emerging technologies.
	1.4 Draft plans to take account of the level of ***community and***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	industry resources available to implement the plan.
	1.5 Consider ***impact on the community***, including environmental, social, cultural and economic factors, and incorporate these into the planning process.
	1.6 Ensure development initiatives are both culturally and environmentally appropriate for the region.
	1.7 Conduct ***community consultation*** throughout the tourism planning process.
	1.8 Develop plans to include a clear strategic and tactical focus.
	1.9 Include scheduled course of action and evaluation methods.
	1.10 Submit plans to the appropriate authority for approval prior to implementation.
2 Implement local or regional tourism plans.	2.1 Implement actions detailed in the plan according to schedule and contingencies.
	2.2 Consult and involve the community in tourism issues on an ongoing basis.
3 Monitor and evaluate plans.	3.1 Monitor activities using the evaluation methods detailed in the plan on an ongoing basis to take account of progress towards objectives, evaluation of individual activities and need for changes to the plan.
	3.2 Submit required changes for consideration and approval by the appropriate authority.
	3.3 Implement and communicate agreed changes promptly.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- conduct comprehensive consultation with the broad community and key community stakeholders
- facilitate information sessions, such as seminars and public meetings to elicit feedback and tactically present information
- critical thinking skills to facilitate rational and logical analysis of input from the broad community and key stakeholders
- high-level written literacy skills to develop both complex and plain English documents such as the overall plan, consultation questionnaires and information documents.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the main stakeholders in local, regional, state or territory, and national tourism organisations and the structures of these organisations at each level
- in-depth understanding of the main stakeholders and the environmental, social, cultural and economic aspects of the particular local regional area
- in-depth knowledge of current tourism operators and product base, and opportunities to extend these
- the key features of environmentally or culturally sensitive areas in the local or regional area
- in-depth knowledge of the distribution and marketing networks currently supporting the local or regional tourism product base, and opportunities to extend these
- in-depth knowledge of strategic and tactical community communication processes
- strategic planning techniques and practices.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • detailed knowledge of the full range of issues that apply to the planning, development and administration of tourism for a local or regional area and the distribution and marketing of particular products • ability to develop, implement and monitor a tourism plan for a specific local or regional area

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to apply the total planning process to the development of a specific local or regional tourism plan
- ability to consult and communicate with the broad community and key stakeholders
- project or work activities conducted over a commercially realistic period of time so that the planning, evaluation and monitoring aspects of developing and implementing the plan can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic office environment using appropriate computers, communication technology, information programs and publications to facilitate the processes involved in developing and implementing a local or regional tourism plan
- access to a local or regional area for which the plan would be developed and implemented ***or*** access to comprehensive and sufficient information about that local or regional area to allow the candidate to develop, implement and monitor a strategic tourism plan
- access to current tourism industry data
- involvement of community stakeholders so that consultation can be achieved.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to develop, implement and monitor a tourism plan for a given local or regional area
- project activities to develop, implement and monitor a tourism plan in conjunction with a local, regional, or state or territory tourism organisation
- review of a completed tourism plan for a specific local or regional area
- case studies to assess the candidate's ability to evaluate communities with differing social, cultural and economic structures and issues
- case studies to assess the candidate's ability to evaluate local or regional areas with different tourism product

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

bases, and distribution and marketing networks
- written and oral questioning or interview to test knowledge such as distribution networks, strategic and tactical community communication processes, strategic planning techniques and practices and the structures of tourism management organisations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD002A Research tourism data
- SITTPPD008A Develop host community awareness of tourism
- SITTPPD009A Assess tourism opportunities for local communities
- SITXMPR005A Develop and manage marketing strategies.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Tourism infrastructure may include:	• transport • accommodation • attractions • retail • visitor information services • tours • conference facilities.
Product and service gaps may relate to:	• inability to service current demand • inappropriate operating practices for the current market place • opportunities for new products and services • assessment of region to meet current and future customer expectations.
Community and industry resources may relate to:	• local government resources • local tourist associations or other industry bodies • preparedness of individual tourism operators to contribute to the plan • expertise of those likely to implement the plan • current market position of the destination • opportunities for sponsorship • opportunities for cooperative approaches • potential for state or federal assistance • local skill profile.

Impact on the community may include:	• benefits:
	  • economic benefits to local community
	  • improved local facilities
	  • employment opportunities
	  • cultural benefits, including cultural preservation
	  • visitor education
	  • greater understanding between host and visitor cultures
	• costs:
	  • trivialisation of culture
	  • effect on social structures
	  • damage to environmentally or culturally sensitive

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

areas.

Community consultation may include:	• conduct of seminars and public meetings to gain community input • formal and informal research activities within the local community • involvement of community representatives on planning steering committees • activities to gain community support for the planning process prior to commencement • publication and display of draft plans for community comment.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Planning and Product Development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP001A Allocate tour resources

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to allocate human and physical resources to ensure efficient and effective tour operations. It requires the ability to correctly interpret operational documentation in order to identify and allocate appropriate types and quantities of resources to meet operational needs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has particular application to tour operators who operate day tours or tours of several days' duration to one or more destinations and who may use any form of transportation or operate walking tours. The unit can also apply to attraction and theme park activities.

Resource allocation requires the application of significant planning, organisational and contingency management skills and this role is generally undertaken by senior personnel who operate autonomously or under limited guidance from others. Tour resources are allocated by people such as operations managers, owner-operators of a tour operating business, senior tour guides and senior driver guides.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify resource requirements.	1.1 Liaise with appropriate colleagues and other departments to identify ***tour or activity resource requirements***.
	1.2 Interpret ***operational documentation*** and determine resource requirements that specifically meet the product delivery requirements of the tour or activity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Allocate resources to meet operational needs.	2.1 Organise human and physical ***resources*** to comply with organisation requirements for long and short-term planning.
	2.2 Identify ***risks involved with resources*** and make resource allocation contingency plans to avoid disruption to tour or activity.
	2.3 Coordinate resources to meet the needs of the particular tour or activity and specific customer requirements.
	2.4 ***Allocate resources*** according to predetermined tour costings to minimise waste and maximise profitability.
	2.5 Allocate resources according to maintenance, safety and other statutory requirements.
	2.6 Provide colleagues and customers with resource information in a timely manner.
	2.7 Prepare and distribute accurate and sufficiently detailed ***documentation***, minimising use of printed materials and maximising electronic transmission of all documents to reduce negative environmental impacts.
	2.8 Action any contingency arrangements when required.
	2.9 Recognise any changes in resource priorities and make necessary adjustments.
	2.10 Organise any necessary additional or external resources.
3 Monitor and adjust resource allocation.	3.1 Monitor and adjust efficiency and effectiveness of resource allocation.
	3.2 Provide and seek regular and accurate feedback to and from colleagues to facilitate continuous improvement of the operation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- communication skills to liaise with other departments on resource requirements and provide and seek regular feedback on efficiency of resource allocation
- numeracy skills to calculate and allocate appropriate numbers of required touring resources and calculate costs within a predetermined budget
- literacy skills to read and interpret complex technical itineraries, sales and reservations data
- writing skills to be able to prepare documents such as rosters, resource schedules and operational itineraries.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge of all elements of the tour or activity being operated
- the existence and key aspects of the relevant federal, and state or territory legal compliance requirements for both human and physical resource allocation
- principles of planning and scheduling that relate to tour operations and resource allocation
- systems and documentation used by tourism operators to control resource allocation
- operational, sales and reservations data appropriate to particular sector or workplace.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of the legal and safety requirements that impact on resource allocation in tour operations • ability to identify and cost effectively allocate the full range of resources required for the effective and efficient operation of multiple tours • project or work activities showing the candidate allocating resources for a nominated operation on multiple occasions • ability to cope with the time pressures and other work constraints that generally apply to the resource allocation role, including problems and the need for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

contingency management.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic tourism operation where resources would be allocated, e.g. an office environment or tour operating depot using appropriate computers, printers, database programs currently used within the industry for resource allocation
- access to operational, reservations and sales data in order to identify the required resources.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to allocate tour resources. The following examples are appropriate for this unit:

- review of resource allocation activities undertaken by the candidate for a specific tour operation, conducted with the involvement of an industry operator
- review of actual allocation documentation and reports prepared by the candidate
- case studies to assess ability to allocate resource for specific operating circumstances
- written and oral questioning or interview to test knowledge of safety and legal knowledge required to allocate appropriate resources
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXHRM003A Roster staff.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and broadly consistent across industry sectors. How these skills are applied varies between occupations and between qualifications due to the different work function and context.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units which make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Tour or activity resource requirements may be for:

- single tour or activity
- tour or activity series.

Operational documentation may include:

- paper-based or electronically transmitted materials
- reservations and sales data
- tour schedules
- technical or operations itineraries
- passenger or customer profiles, including special requests.

Resources may include:

- human resources, including:
  - drivers
  - tour guides
  - tour managers
  - drivers and guides
  - hostesses
  - camp site cooks
  - interpreters
  - specialist tour leaders
- physical resources, including:
  - vehicles
  - vessels and aircraft

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- any form of transportation
- camping equipment
- catering equipment
- safety equipment
- first aid equipment
- spare parts or equipment
- recreational equipment
- maintenance equipment
- educational equipment
- communication equipment
- consumable goods.

Risks involved with resources may include:

- breakdown
- complete equipment failure
- wear and tear
- exhaustion of regulated equipment or human resource hours during tour or activity
- over allocation of consumable goods and associated wastage
- inadequate equipment to meet the needs of the tour or activity
- sickness or injury to personnel.

Allocate resources may be:

- manual
- by computer.

Documentation may include:

- staffing rosters
- schedules allocating specific duties
- schedules allocating specific physical resources
- operational itineraries giving details of specific resources allocated.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP002A Load touring equipment and conduct pre-departure checks

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to interpret operational tour documentation in order to identify and load the required range and quantities of touring equipment and supplies. It also covers the requirement to conduct pre-departure checks on tour equipment and supplies.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to tour operators who operate day tours or tours of several days' duration to one or more destinations and who may use any form of transportation or operate walking tours. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for conducting pre-departure checks and loading touring equipment and supplies. This function is undertaken by people such as operations coordinators, owner-operators of a tour operating business, tour guides and driver guides.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify requirements.	1.1 Interpret ***operational tour documentation*** to accurately identify the range of ***equipment and supplies*** required.
2 Check equipment and supplies.	2.1 Select and check equipment and supplies against documented requirements for correct quantity to minimise waste and maximise profitability and to ensure appropriate quality
	2.2 Conduct safety checks according to organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	procedures and statutory requirements.
	2.3 Identify shortfalls and problems promptly, report these and follow up to ensure rectification.
3 Load equipment and supplies.	3.1 Load equipment and supplies using safe ***manual handling techniques*** to avoid injury.
	3.2 Take account of terrain to be covered and the need for access to equipment and supplies when loading equipment and supplies.
	3.3 Identify any ***hazardous items*** and load these to minimise any health or safety risks.
	3.4 Inspect load prior to departure to ensure that all items are stored in an appropriate position to allow ease of access and avoid damage and risk of injury.
4 Complete documentation.	4.1 Complete accurate ***pre-departure documentation*** according to organisation and statutory requirements.
	4.2 Report any identified problems and suggest improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- vehicle or vessel loading techniques appropriate to workplace
- safe handling techniques for hazardous items
- safe manual handling techniques
- numeracy skills to calculate, count and load appropriate numbers of required touring equipment and supplies
- literacy skills to read and interpret documents such as technical itineraries, checklists, tour briefs, and passenger profiles providing details of types and amounts of equipment and supplies to be loaded
- writing skills to be able to complete pre-departure documents such as checklists, basic fault reports and supply lists.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

basic product knowledge of the tours being operated

- working knowledge of the operation of the equipment used and supplies required for the tours being operated
- the fundamental features of hazardous items and safe methods of packing in various forms of transportation to minimise injury
- thorough understanding of the contents of operational tour documentation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of the fundamental features of hazardous items and safe methods of packing in various forms of transportation to minimise injury
- ability to check and effectively load equipment and supplies for multiple tours according to operational documentation
- project or work activities that show the candidate conducting pre-departure checks for a nominated operation on multiple occasions
- completion of loading and pre-departure checks within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a venue, such as an operational depot where pre-departure checks take place
- access to the full range of supplies and equipment used in the operation of a tour
- realistic ratios of operational staff to equipment and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

supplies
- use of a full range of operational tour documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate loading equipment and supplies and conducting pre-departure checks
- review of loading and checking plans, notes or operational checklists prepared by the candidate
- written and oral questioning to test knowledge of OHS issues and legislative requirements pertaining to loading and checking equipment and supplies
- written and oral questioning to test knowledge of the candidate's interpretation of operational tour documentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

TLIC107C Drive vehicle

TLIC807C Drive coach/bus

SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Operational tour documentation may include:

- passenger lists
- rooming lists
- passenger profiles, including special requests
- passenger descriptive itinerary
- technical or operations itinerary
- written tour brief
- catering information
- itemised lists of required supplies and equipment.

Equipment and supplies:

- may include:
  - camping equipment
  - catering equipment
  - maintenance equipment
  - recreational equipment
  - educational equipment
  - protective clothing and equipment
  - communication equipment
  - fuel
  - water
  - food and beverage
  - luggage
  - medication and first aid kit
  - commercial cargo
- may be loaded on:
  - vehicles
  - vessels
  - any other form of transportation.

Manual handling techniques may involve:

- lifting
- shifting
- using equipment to assist lifting or shifting
- seeking assistance from others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Hazardous items may include:	• sharp tools or equipment • glass containers or bottles • gas containers • aerosols, which are heat-sensitive • medication • petrol, fuel or inflammable materials.
Pre-departure documentation may include:	• completed checklists • basic fault reports • supply lists.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP003B Operate and maintain a 4WD tour vehicle

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to utilise features of a four-wheel drive (4WD) vehicle and perform simple maintenance on those vehicles. It relates ***only*** to the specialist skills and knowledge for 4WD vehicles, not to general driving and maintenance skills.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to tour operators who operate day tours or tours of several days' duration to one or more destinations using 4WD vehicles as the form of transportation. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for driving these specialist vehicles. This function is undertaken by people such as owner-operators of a tour operating business, tour guides and driver guides.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units

This unit must be assessed with or after the following prerequisite units.

TLIB307C Carry out vehicle servicing and maintenance

TLIC107C Drive vehicle.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Use the features of a 4WD vehicle.	1.1 Identify situations where the engagement of 4WD is required and correctly engage 4WD when necessary.
	1.2 Assess ***risks to customers***, ***self and other road users*** and operate ***4WD vehicles*** correctly and safely both on and off road to minimise any risks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Advise customers of any special safety precautions to be taken when traversing rough terrain.
	1.4 Use the special features of a 4WD vehicle correctly, safely and responsibly to navigate a ***range of terrain types***.
2 Conduct driving activities with minimal impact.	2.1 Drive the 4WD vehicle to ensure minimal ***negative impact to the environment*** and maximum comfort and safety of passengers.
	2.2 Conduct all activities according to special permit requirements and report any incidents to the relevant agency.
	2.3 Monitor the quality of tracks and report any deficiencies or damage to the relevant agency.
	2.4 Minimise the effects of noise on local communities.
3 Recover 4WD vehicles.	3.1 Use a range of techniques to ***recover*** vehicles from ***adverse terrain*** correctly and safely ***where required***.
	3.2 Consider customer, driver and crew safety throughout the recovery exercise.
	3.3 Perform any required post-recovery repairs correctly and according to the level of technical expertise available.
4 Perform maintenance and minor repairs on 4WD vehicles.	4.1 Select and access maintenance equipment, including spares and fluids prior to tour departure according to the duration of tour, type of terrain to be covered and remoteness of area to be visited.
	4.2 Check vehicle regularly prior to and during tour and perform correct ***routine repair and maintenance tasks*** according to maintenance schedule.
	4.3 Make any required vehicle performance reports promptly to the designated person.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- efficient and safe 4WD handling techniques
- defensive driving techniques for off-road driving hazards
- communication skills to provide clear verbal advice to customers on safety precautions
- literacy skills to read road and off-road signage, vehicle manuals and manufacturer's basic maintenance and repair guidelines
- writing skills to complete basic vehicle performance reports and checklists.

The following knowledge must be assessed as part of this unit:

- all features and handling characteristics of 4WD vehicles
- differences between 2WD and 4WD vehicles and the effect on vehicle operation and capability
- off-road driving hazards
- the key health and safety issues to be considered when operating 4WD vehicles
- common ways in which 4WD vehicles can damage or negatively affect the social and natural environment and minimal impact practices to reduce these
- the key contents of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- the existence and basic aspects of state, territory and local government environmental and local community protection laws and regulations and actions that must be adhered to by 4WD tourism operators
- key permit requirements for operating 4WD vehicles in a designated areas, including when in national parks and on land under the control of traditional owners
- land management guidelines for operating 4WD vehicles.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- ability to use the features of a 4WD safely, correctly and with minimal environmental impact to navigate a full range of terrain that will vary according to the touring and organisation location
- knowledge of the negative environmental impacts of operating a 4WD and minimal impact practices
- knowledge of the, safety and regulatory issues that relate to 4WD operation
- ability to safely apply a full range of recovery techniques to 4WD vehicles
- knowledge of and ability to apply a full range of repair and maintenance techniques specific to 4WD vehicles.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an off-road environment that requires the application of the required range of 4WD techniques and recovery skills and in which touring activities may take place, such as remote area national park or very steep terrain
- use of a 4WD vehicle typically used in touring situations and loaded to reflect operational conditions
- access to vehicle performance reports
- access to current regulatory documents distributed by key land management agencies and federal, state or territory, and local governments, such as plain English legislative publications, codes and standards outlining environmental regulatory requirements
- use of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using the features of a 4WD vehicle, using recovery techniques and performing minor repairs and maintenance on the vehicle
- review of maintenance schedules prepared or completed by the candidate
- review of recovery reports completed by the candidate
- written and oral questioning or interview to test

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

knowledge of OHS issues and legislative requirements pertaining to operating 4WD vehicles

- written and oral questioning or interview to test knowledge of environmental and community impact of operating 4WD vehicles
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Risks to customers, self and other road users may include:

- rolling a vehicle
- causing a vehicle to become bogged
- delaying other road users by obstructing access with incapacitated vehicle
- injury to self and others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

4WD vehicles may be:	• diesel powered • petrol powered • made to manufacturer's standard • specially configured for touring • small capacity seating • multi-seat vans • large or small coaches.
Range of terrain types must include:	• steep inclines • very soft ground • rocky areas • sand • water crossings • mud or black soil.
Negative impact to the environment may include:	• disturbance or injury to fauna • physical damage to flora • damage to roads, tracks and fire trails • pollution from vehicle emissions • noise disturbance to the local community • damage to culturally sensitive areas or sites.
Recovery may involve:	• winching • rocking vehicle free of an obstruction or bog • removing vehicle from a bog • removing vehicle from a water crossing.
Adverse terrain must include:	• steep inclines • very soft ground • rocky areas • sand • water crossings • mud or black soil.
Routine repair tasks may include:	• replacing blown globes in vehicle lights • replacing broken fan belts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- replacing blown fuses
- fixing or replacing door mirrors
- repairing rear tail-light lens
- changing wheels in uneven terrain
- changing of tyres
- repairing tyre punctures
- replacing broken coolant hose
- bleeding brakes
- bleeding a diesel engine.

Routine maintenance tasks may include:

- topping up of water levels
- replacement of oils
- replacement of air in tyres.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP004B Set up and operate a camp site

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to set up and operate a camp site for camping tours. It requires the ability to operate the camp site within the requirements set by any permit conditions and land management guidelines. It also requires the ability to provide for the safety of customers and ensure low environmental impact.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to tour operators operating tours involving overnight stays at temporary or semi-permanent camp sites. Camping tours might involve one or more overnight stays and might be to one or more destinations. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for setting up and operating the camp site. This function is undertaken by people such as owner-operators of a tour operating business, tour guides and driver guides.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select a camp site.	1.1 Access the ***camp site*** according to tour itinerary, relevant permits, agreement of land owners and other statutory requirements.
	1.2 Where no designated area exists, select a site to ensure comfort, safety and minimal ***negative environmental impact***.
	1.3 Identify any ***camp site hazards***, assess associated risks and eliminate or minimise the hazards.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Set up a camp site.	2.1 Set up the ***camp site facilities*** in the most appropriate position to ensure comfort, safety and minimal environmental impact. 2.2 Arrange appropriate shelter for the prevailing weather and conditions. 2.3 Identify and access any required water sources. 2.4 Construct any required camp fires in a safe location and ensure there is no danger to the crew, customers and environment during the construction.
3 Operate a camp site.	3.1 Operate ***camping equipment*** correctly and according to manufacturer instructions and safety guidelines. 3.2 Establish and follow environmentally-friendly rubbish and human waste disposal procedures. 3.3 Brief customers on waste disposal requirements, agree to procedures and monitor adherence at all times. 3.4 Discuss and agree upon acceptable camp site behaviour with customers. 3.5 Operate any camp fires within land management guidelines and ensure there is no danger to the crew, customers and environment during the use of the fire.
4 Break camp.	4.1 Dismantle, pack and store all equipment using safe lifting and handling techniques to avoid injury. 4.2 Remove all rubbish from the site where disposal facilities are not available. 4.3 Extinguish camp fires fully to ensure there is no danger to the environment. 4.4 Check the site prior to departure to ensure all equipment and belongings have been removed. 4.5 Leave the camp site in the original or improved condition.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe manual handling techniques
- efficient and safe camping equipment handling techniques
- communication skills to provide clear verbal advice to customers on waste disposal requirements and camp site behaviour
- literacy skills to read tour itineraries and customer information, required permit conditions, camp site or land use signage, and manufacturer's basic equipment operational guidelines.

The following knowledge must be assessed as part of this unit:

- the key health and safety issues to be considered when setting up, operating and breaking down a camp site
- the key operational features of commonly-used camping equipment
- the key features of a desirable camp site
- the cultural or environmental sensitivity of camp sites and surrounding areas and minimal impact practices for setting up, operating and breaking down a camp site
- correct and environmentally sound disposal methods for waste including human waste
- the key contents of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- the existence and basic aspects of state, territory and local government environmental and local community protection laws and regulations and actions that must be adhered to when operating a camp site
- key permit requirements for camp sites, including when camping in national parks and on land under the control of traditional owners
- land management guidelines for operating camp sites an open fires
- issues relating to the safe use of open fires in camp sites.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to select, set up and safely operate a camp site, including operating a range of camping equipment, with minimal negative environmental and social impact
- knowledge of the negative environmental impacts of operating a camp site and minimal impact practices
- knowledge of the, safety and regulatory issues that relate to camp site operation
- candidate setting up and operating a camp site for a minimum of one night.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment suitable for camping
- involvement of a group for or with whom the site is set up and operated
- use of the full range of camping equipment used on tour to reflect local industry conditions
- access to current regulatory documents distributed by key land management agencies and federal, state or territory, and local governments, such as plain English legislative publications, codes and standards outlining environmental regulatory requirements
- use of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to set up and operate a camp site on tour. The following examples are appropriate for this unit:

- direct observation of the candidate completing tasks to safely set up, operate, and dismantle and clean a camp site
- review of operational plans and checklists prepared and completed by the candidate
- review of post-tour reports completed by the candidate
- evaluation of feedback from group members who have participated in a camping tour coordinated by the candidate
- written and oral questioning or interview to test

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

knowledge of camping procedures and equipment, OHS issues and legislative requirements pertaining to operating a camp site

- written and oral questioning or interview to test knowledge of environmental and community impact of operating camp sites
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTOP002A Load touring equipment and conduct pre-departure checks

SITTTOP005A Provide camp site catering

SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Camp site may be:

- permanent
- semi-permanent (seasonal)
- temporary.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Negative environmental impact may include:	• disturbance or injury to fauna • physical damage to flora • damage to camp sites and surrounding areas • instigation of bush fire due to incorrect management of open fires • pollution from waste • noise disturbance to the local community • damage to culturally sensitive areas or sites.
Camp site hazards may include:	• unstable ground • rocky and uneven ground • poor access to facilities • unstable trees or tree branches • insufficient distance and protection from local wildlife • insufficient shade and protection from other weather elements • swollen creeks or rivers and possible flood activity.
Camp site facilities may include:	• tents • wash areas • entertainment or scenic viewing areas • dining and cooking areas • latrines • fire sites • pathways.
Camping equipment may include:	• tents • sleeping equipment • cooking equipment • tables and chairs • cleaning equipment • lights and groundsheets • heating facilities • first aid kit • cutting equipment and tools.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP005A Provide camp site catering

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide catering for tour customers in a camp site environment. It requires the ability to plan menus and ensure that food is stored, prepared and served in a safe and hygienic manner.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to tour operators who operate tours involving the provision of meals at temporary or semi-permanent camp sites, picnic areas and rest sites. Camp site catering may be provided for a day tour or on tours that involve one or more overnight stays. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing camp site catering. This function is undertaken by people such as owner-operators of a tour operating business, camp site cooks, tour guides and driver guides.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite units: SITXFSA001A Implement food safety procedures SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan camp site menus.	1.1 Plan menus so that they are nutritionally balanced and take account of ***touring and customer factors***. 1.2 Select the type of food from the full range of options available. 1.3 Identify any special requests and ensure that ***special meals*** can be prepared for those customers with special

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	dietary requirements.
	1.4 Identify any ***food safety hazards*** involved in storing, preparing and serving planned meals, assess risks and take action to eliminate or minimise them.
2 Store and maintain camp site food and beverages.	2.1 Select and correctly use appropriate ***storage equipment***.
	2.2 Store all ***food and beverage*** items safely and hygienically, according to particular requirements.
	2.3 Monitor the quality of food and beverages throughout the tour and make any required adjustments to storage.
3 Prepare and serve meals.	3.1 Check and clean food preparation equipment as required.
	3.2 Treat water, if required, to ensure suitability for human consumption.
	3.3 Use a range of ***food preparation techniques*** and ensure that food is prepared in a safe and hygienic manner.
	3.4 Use a range of ***cooking methods*** to prepare the required meals.
	3.5 Prepare meals for customers at the appropriate times and within accepted timeframes.
	3.6 Serve food to customers according to individual preferences and with regard to safe hygiene practices.
4 Clear and clean catering equipment.	4.1 Clear and clean utensils and equipment in a safe, hygienic and environmentally-sound manner.
	4.2 Remove all rubbish from the site where disposal facilities are not available and store remaining foodstuffs safely and hygienically.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- general food preparation and cooking techniques that are commonly used in a camp site environment
- numeracy skills to calculate appropriate numbers of meals and proportions of ingredients
- literacy skills to read cooking and storage instructions provided by the food manufacturer and passenger profiles, which include special dietary requests.

The following knowledge must be assessed as part of this unit:

- the general principles of nutrition in relation to providing a balanced diet for customers
- the key features and operation of common camp site catering equipment
- thorough understanding of food safety issues that specifically relate to camp site catering
- correct and environmentally sound disposal methods for camp site catering waste.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to safely and hygienically prepare food in a camp site environment for touring customers using a range of common preparation and cooking techniques • knowledge of food safety issues, especially as they relate to off-site catering • knowledge of general nutritional principles and the range of food options available for camp site catering • setting up, operating and breaking down camp site catering equipment and preparing and serving meals within typical workplace or touring time constraints.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a camp site environment • access to the full range of catering equipment and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

supplies used for preparing and providing camp site meals
- involvement of appropriate numbers of people to be fed to reflect local industry needs and product profile.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to set up and operate a camp site catering facility and provide meals. The following examples are appropriate for this unit:

- direct observation of the candidate safely setting up, operating and breaking down a camp site catering facility as well as preparing and serving meals
- evaluation of feedback from those fed by the candidate
- review of menu plans and checklists prepared or completed by the candidate
- review of post-tour catering reports completed by the candidate
- written and oral questioning or interview to test knowledge of OHS and food safety issues, and regulations and requirements pertaining to the preparation of food at a camp site
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTOP002A Load touring equipment and conduct pre-departure checks
- SITTTOP004B Set up and operate a camp site
- SITTTOP006B Operate tours in a remote area.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Touring and customer factors that must be considered are:

- budget
- duration of trip
- number of passengers
- climate
- special dietary requirements
- facilities and equipment available for cooking
- availability of supplies.

Special meals may involve:

- providing vegetarian meals
- catering for those with food allergies
- catering for those with cultural dietary requirements.

Food safety hazards may include:

- no access to refrigeration or appropriate cooling facilities for perishable goods
- minimal or no facilities to properly wash perishable foodstuffs, and cooking and storage equipment
- contaminated water supplies.

Storage equipment may involve:

- refrigeration
- ice boxes
- dry goods storage containers.

Food and beverages may be:

- fresh
- frozen
- dehydrated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- canned
- convenience
- vacuum-packed
- long-life.

Food preparation techniques may include:

- washing
- peeling
- cutting
- slicing
- dicing.

Cooking methods may include:

- barbequing
- roasting
- frying
- grilling
- boiling.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTOP006B Operate tours in a remote area

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate any style of tour in a remote area and requires specific abilities in bush craft and survival and the use of communication equipment. It requires the ability to operate remote tours within the requirements set by any permit conditions and land management guidelines. It also requires the ability to provide for the safety of customers and ensure low environmental impact.

This unit does not cover complementary skills in operating camp sites and providing catering, which are covered by other units in the Tour Operations field.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to tour operators who operate day tours or tours of several days' duration to single or multiple remote area destinations and who may use any form of transportation or operate walking tours. Remote area touring might involve sightseeing and recreational activities. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for operating this style of tour. This function is undertaken by people such as owner-operators of a tour operating business, senior tour guides and senior driver guides.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Use bush craft and survival techniques.	1.1 Identify ***current hazards in accessing and operating in the remote area***, assess risks and action contingency plans to eliminate or control the risks.
	1.2 Read maps and use ***navigation and communication equipment*** accurately to find tour destinations and to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	navigate the return journey.
	1.3 Share bush craft knowledge with customers to enhance the ***tour experiences*** and employ their help, if required.
	1.4 Employ ***bush craft and survival techniques*** in remote areas in ***emergency situations*** to source water, food and shelter and to signal for help or rescue.
2 Operate remote area communications equipment.	2.1 Tune and adjust equipment to ensure that incoming and outgoing communications can be clearly transmitted.
	2.2 Obtain and select correct communication address to make outgoing communication.
	2.3 Operate communications equipment correctly at the appropriate times to establish contact and according to organisation procedures and safety requirements.
	2.4 Relay and receive messages speaking at a volume and tone and using the phonetic alphabet or radio call signs to allow the other party to hear clearly and understand the message.
	2.5 Provide appropriate response to caller, respond to requests for action or information and confirm that requests have been actioned.
3 Conduct remote area touring activities with minimal impact.	3.1 Conduct the tour to ensure minimal ***negative impact to the environment*** and maximum comfort and safety of passengers.
	3.2 Conduct all activities according to special permit requirements and report any incidents to the relevant agency.
	3.3 Monitor the quality of culturally or environmentally sensitive areas or sites and report any deficiencies or damage to the relevant agency.
	3.4 Minimise the effects of noise on local communities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- bush craft and survival techniques
- map reading and use of navigational equipment
- high-level problem-solving skills, specifically in relation to the operation of tours in a remote area, and sufficient to assess and solve problems with limited assistance
- numeracy skills to calculate distances between various declinational points
- literacy skills to read and interpret complex remote area maps and manufacturer's guidelines for the use of communications equipment.

The following knowledge must be assessed as part of this unit:

- all operational features of remote area communication methods and equipment
- international radio call signs
- the key features and all operational aspects of equipment and supplies needed for remote area touring
- the cultural or environmental sensitivity of remote areas to be visited and use of minimal impact practices to protect and sustain these
- correct and environmentally sound disposal methods for waste including human waste
- the key contents of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- the existence and basic aspects of state, territory and local government environmental and local community protection laws and regulations and actions that must be adhered to when operating in remote areas
- key permit requirements for remote areas, including when operating in national parks and on land under the control of traditional owners.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- ability to safely operate tours in remote areas with minimal negative environmental and social impact
- ability to apply bush craft and survival techniques in a remote area
- knowledge of the negative environmental impacts of operating tours in remote areas and minimal impact practices
- knowledge of the, safety and regulatory issues that relate to remote tour operationproject or work activities that show the candidate effectively assessing and responding to a range of emergency situations
- ability to integrate general problem-solving skills with the technical skills required for operation of tours in remote areas
- ability to deliver tours within remote areas within the time and other operational constraints of a pre-planned tour itinerary.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills while leading tours in remote areas where bush craft and survival techniques would be required
- access to the full range of transportation, communications, navigation and other equipment used on remote tours
- involvement of appropriate numbers of touring customers to reflect local industry needs and product profile
- access to current regulatory documents distributed by key land management agencies and federal, state or territory, and local governments, such as plain English legislative publications, codes and standards outlining environmental regulatory requirements
- use of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to operate tours in a remote area. The following examples are appropriate for this unit:

- direct observation of the candidate using bush craft and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

survival techniques
- direct observation of the candidate receiving and relaying communications
- review of operational plans and checklists and post-tour reports prepared and completed by the candidate
- written and oral questioning or interview and role-plays to test appropriate assessment and response to a range of remote area emergency situations
- written and oral questioning or interview to test knowledge of such things as safety issues, the principles of bush craft and survival techniques, regulatory issues and minimal impact practices
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTOP002A Load touring equipment and conduct pre-departure checks
- SITTTOP004B Set up and operate a camp site.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Current hazards in accessing and operating in the remote area may include:

- inclement weather
- flooding
- animal or insect infestation
- civil uprising
- landslips
- blocked roads
- damaged facilities
- lack of available supplies
- disease, illness, injury and death.

Navigation and communication equipment may include:

- compass
- global positioning system (GPS)
- radio communication equipment
- emergency position indicating radio beacon (EPIRB).

Tour experiences may include:

- walking
- four-wheel drive sightseeing
- boating and cruising
- aerial sightseeing
- fishing
- any recreational or adventure activity
- any outdoor activity.

Bush craft and survival techniques may involve:

- building temporary shelter
- sourcing water
- sourcing food
- navigating when lost
- navigating when maps and navigation equipment fail
- signalling for help when communications equipment fails.

Emergency situations in a remote area may involve:

- any form of injury or illness to self or customer
- heat exhaustion and heat stroke
- hypothermia
- falls

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- accidental crash of vehicle or vessel
- dangerous bites or stings
- failure of transportation or communications equipment.

Negative environmental impact may include:

- disturbance or injury to fauna
- physical damage to flora
- damage to camp sites and surrounding areas
- instigation of bush fire due to incorrect management of open fires
- pollution from waste
- noise disturbance to the local community
- damage to culturally sensitive areas or sites.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL001A Operate an online information system

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate an online information system, which can include the internet and any intranet system. It requires the ability to determine information requirements and locate, check and download information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The online system used will vary according to the organisation and industry sector but can include the internet, and any internal or external tourism information database.

This unit has particular application to those personnel who provide tourism information as a key focus of their job role. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. The role is undertaken by a diverse range of people such as visitor information officers, retail travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access online information.	1.1 Identify information requirements.
	1.2 Identify sources of information and access the correct ***online information systems*** in an efficient manner.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select appropriate search methods for the type of ***information*** required.
	1.4 Use key words and phrases to search for required information.
	1.5 Use and manipulate the ***features of the system*** to access the full range of required information.
2 Check and download information.	2.1 Ensure that the information accessed meets the required scope and purpose.
	2.2 Conduct a further search if information is insufficient.
	2.3 Select the required information.
	2.4 Place an order for any information required to be purchased.
	2.5 Download and save information according to system procedures and organisation requirements.
	2.6 Organise information in a suitable format for use.
	2.7 Use information in an ethical manner and according to organisation procedures and privacy, copyright and intellectual property requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic keyboarding skills
- electronic file handling skills, including saving, copying
- literacy skills to determine and correctly spell key search words and phrases and to read and follow online instructions for searching and downloading information.

The following knowledge must be assessed as part of this unit:

- role of online information systems in the tourism industry
- functions of the information system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- basic understanding of privacy, copyright and intellectual property requirements as they relate to copying and using online information.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to source and retrieve multiple types of information from an automated system, ideally as a component of integrated work activity and in response to multiple customer requests covering a range of tourism products and services
- ability to manipulate the functions of the system to efficiently access the information
- completion of activities to access and retrieve a range of information within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic office environment using appropriate computers and information systems currently used in the tourism industry to store tourism related information (the internet could be one of these) ***or*** demonstration within the applicable information provision environment for the sector, such as a conference venue for the Events sector.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, which may include sourcing information on

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

destinations, selling products, providing quotations and issuing documents
- review of information samples sourced by the candidate to meet particular customer needs
- direct observation of the candidate using the system in response to specific requests
- written and oral questioning or interview to test knowledge of the role of information systems within the tourism industry, system features and copyright requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBCMN205A Use business technology
- SITTTSL002A Access and interpret product information
- SITTTSL003A Source and provide international destination information and advice
- SITTTSL004A Source and provide Australian destination information and advice.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Online information systems will vary depending upon the organisation and industry sector but could include:	• internet • intranet • extranet • organisation-designed systems • state and federal government tourism authority information systems • international government tourism authority information systems • computerised reservations systems.
Information may relate to a range of subjects, including:	• costs • rates • commissions payable • general destination information • general product information • transportation • accommodation • attractions • events and festivals • schedules for any tourism product or service • booking requirements.
Features of the system which can be manipulated may include:	• different internet search engines • search function of a database.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL002A Access and interpret product information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to access and interpret specific details about tourism products correctly and accurately. This unit does not cover detailed interpretation of airfare information which is covered by a range of other Tourism Sales and Operations units.

Any organisation that sells travel insurance to a retail client must meet the requirements of the Financial Services Reform Act (2001). In particular, sales personnel must complete a course delivered by the insurance provider in order to interpret provisions of the insurance policy and provide advice to customers on its purchase.

No occupational licensing requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors.

The range of product knowledge required and the application of that information will vary according to the industry sector, workplace and job role. This unit does not require an in-depth knowledge of every product but focuses on the ability to collect and interpret any sort of tourism product information to fulfil any sales or operational need.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as visitor information officers,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

retail travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and access product information.	1.1 Identify and access sources of ***product*** information. 1.2 Select appropriate ***sources*** according to organisation policy, commercial agreements and specific needs. 1.3 Source ***specific product information*** to meet the ***particular sales or operational need***.
2 Interpret product information.	2.1 Interpret general information and apply this to meet the particular sales or operational need. 2.2 Interpret ***specific details about the product*** and accurately apply this information to meet the particular sales or operational need. 2.3 Interpret any ***special jargon or specifications*** in product information and accurately apply these to meet the particular sales or operational need. 2.4 Identify and assess any customer, sales or operational ***risks that relate to the product*** and apply these to meet the particular sales or operational need.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- verbal and written use of the 24-hour clock
- literacy skills to read and interpret complex product information, including terms and conditions of their sale
- writing skills to summarise information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- sources of tourism product information and specific product types
- major categories of tourism products and services
- industry terminology and common abbreviations in relation to major product categories
- specific legal issues relating to the interpretation of different types of tourism products.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to access and interpret information on different categories of tourism products, ideally as a component of integrated work activity and to meet the different needs of multiple customers
- knowledge of product terminology and procedures
- project or work activities that show the candidates' ability to access and interpret product information within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- accessing and interpreting product information within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate publications, computers, printers and information programs currently used in the tourism industry to store tourism related information ***or*** demonstration within the applicable sales or operational environment for the sector, e.g. a conference venue for the Events sector or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

touring environment for the Guiding and Tour Operations sectors
- access to sources of product information such as sales kits, brochures, timetables, tour schedules, product manuals, supplier information kits, electronic information sources, information databases and computerised reservations systems.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate which may include sourcing information on destinations, selling products, providing quotations and issuing documents
- case studies to assess ability to obtain current, accurate and relevant product information for particular purposes and contexts
- evaluation of product research activities and information presentations
- review of product options prepared by the candidate to meet differing customer needs
- written and oral questioning or interview to test knowledge of the sources of product information and various product features
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- 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
- SITTTSL008B Book and coordinate supplier services
- SITTTSL009B Process travel-related documentation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Products and services offered within the tourism industry are diverse and may include:	• transportation • transfers • accommodation • entertainment • tours • cruises • entrance to attractions or sites • travel insurance • tour guiding services • activities • meals • functions • special items with customer's corporate branding • special events • venue facilities • convention facilities • speaker services • audiovisual services • meeting or event equipment • special event consumable items

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- food, beverage and catering
- currency and banking services.

Sources of product information may include:

- principal or supplier of the product
- product library
- internet, intranet and extranet
- organisation-designed information systems, e.g. inventory control database
- state and federal government tourism authority information systems
- international government tourism authority information systems
- centralised reservations system (CRS)
- global distribution system (GDS).

Specific product information may be found in:

- brochures
- e-brochures
- timetables
- tariff sheets
- confidential tariffs
- sales kits
- supplier information kits
- product manuals
- advertising flyers
- manufacturer specifications.

Particular sales or operational need may include:

- providing destination and specific product information and advice
- providing specific information and advice about the credentials of the tourism operator in minimising negative environmental, social and cultural impacts
- selling tourism products to the customer
- preparing quotations
- booking and coordinating a supplier service for the customer
- receiving and processing a reservation from a customer
- processing financial transactions
- issuing customer travel documentation
- issuing crew documentation, e.g. operational or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	technical itineraries • organising functions • processing and monitoring meeting or event registrations • purchasing promotional products • hiring special equipment.
Specific details about the product may include:	• costs, tariffs and rates • additional taxes and levies imposed • currency applied to the cost • terms, conditions and rules • scheduling information • product codes • booking procedures • point of departure • route taken • point of conclusion or disembarkation • touring inclusions and exclusions • technical specifications for audiovisual and other meetings and events equipment • specifications for products to be branded with corporate details.
Special jargon or specifications may include:	• industry terminology • common abbreviations used in the tourism industry • use of the 24-hour clock • technical capacity of equipment.
Risks that relate to the product may include:	• product price increase • fluctuations in exchange rates • unclear product, tax and levy costs • unclear product provision, deposit, payment and cancellation terms and conditions • seasonal non-availability of the product • non-operation of the product (e.g. cancelled tour departure) • safety risk to customer in participating in touring activities, e.g. with adventure activities • limitations in participation due to incapacity, e.g. age,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

disability or special licence requirements, such as driver's licence or SCUBA licence

- products that cause negative environmental, cultural or social impacts such:
  - damage to environmentally or culturally sensitive areas or sites
  - disturbance or injury to fauna
  - physical damage to flora
  - introduction of exotic and feral species
  - damage to roads, tracks and fire trails
  - pollution from vehicle emissions and unmanaged waste
  - noise disturbance to the local community
  - trivialisation of culture.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL003A Source and provide international destination information and advice

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to source and provide information and advice for international destinations, including general product information such as what types or styles of product a destination offers. The unit requires the ability to identify appropriate information sources and research destinations in order to develop, update and maintain a general destination knowledge base relevant to the industry sector and job role.

More specific and detailed product knowledge is covered in SITTTSL002A Access and interpret product information. Selling skills are covered in SITTTSL005A Sell tourism products and services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of international tourism products and services and applies to the full range of industry sectors.

Tourism operators such as retailers and tour wholesalers can specialise in one international destination or cover multiple destinations. The range and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit does not require in-depth knowledge of every destination sold by every style of tourism operator but focuses on the ability to collect and interpret destination information to fulfil a particular sales or operational need.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, account managers for professional conference organisers, event coordinators, tour managers and reservations sales agents.

Because of the broad industry application of this unit and the variances in the essential general knowledge base, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role. Providers of pre-employment training programs must cover a broad range of destination knowledge in order to provide a choice of vocational outcomes. Funding and hours allocated to training must reflect the breadth and depth of knowledge required.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of international destinations.	1.1 Identify and access ***information sources*** with current and accurate information on international destinations. 1.2 Obtain information on ***features of the international destination*** and the general style of tourism products available. 1.3 Obtain ***key information on geographical features*** and ***current health and safety features*** of the international destination. 1.4 Identify and obtain ***general information on different tourism products*** available to meet different customer needs. 1.5 Record and ***store destination information*** for future use according to organisation systems.
2 Update knowledge of international destinations.	2.1 Use ***formal and informal research*** to update destination and general product knowledge. 2.2 Seek feedback from colleagues and customers on experience with international destinations and provide this to other organisations where appropriate. 2.3 Share updated information with colleagues according to organisation procedures.
3 Provide information and advice on international destinations.	3.1 Accurately identify the specific information and advice needs of the customer. 3.2 Provide a range of current and accurate destination and general product information and advice in a timely

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	manner and according to organisation procedures.
	3.3 Refer customers to current sources of ***health***, ***safety and regulatory information***.
	3.4 Ensure that the scope and depth of the information are appropriate to customer needs.
	3.5 Present the information and advice in an appropriate format and style.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills
- communication skills to identify the information needs of customers and seek and provide feedback on international destinations; specifically actively listening, questioning and verbal summary of information
- literacy skills to source, read and interpret general information on destinations and complex information of specific health, safety and regulatory issues that relate to international destinations.

The following knowledge must be assessed as part of this unit:

- general sources of information on regions and destinations
- industry information networks
- understanding of the ways in which customers seek information
- formats and styles of information presentation, including styles that cater for those with special needs (e.g. presenting information in large print or providing information electronically)
- sources of information on current health and safety issues for the destination, including travel warning advice issued for Australian travellers by the federal government, and health advisory notices and vaccination information issued by local and international bodies
- sources of information on regulatory issues for the destination, including passport and visa requirements and restrictions for visiting that destination
- ways that individuals update their knowledge in the tourism industry
- breadth of international destination knowledge appropriate to the sector or specific

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

workplace (pre-vocational assessment must include coverage of all six continents, the major regions and destinations found within)

- for each destination, the depth of knowledge must cover:
  - key information on geographical features of the destination, including destination location, climate and seasonal factors of the destination and its region, and major geographical features of the destination and its region
  - key information on cultural and related features of the destination, including major cities, towns and tourist areas and precincts; areas of environmental, social or cultural significance or sensitivity; major man-made tourist attractions; major gateways for and transport networks within the destination and its region; and very basic understanding of the history and cultural aspects of the host community, including cultural mix and language spoken
  - key information on socioeconomic features of the destination, including current state of the economy, basis for the economy (e.g. key industries) and currency used.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to research current, relevant and accurate information on international tourism destinations and the styles of product offered in those destinations
- knowledge of current industry information networks and sources
- ability to source and provide tailored international destination information and advice to meet the different requests of multiple customers, covering a range of international tourism destinations; the breadth of destination knowledge required to provide advice to customers will vary according to the industry sector and workplace
- project or work activities that show candidates' ability to source and provide international destination information and advice within the context of the particular industry sector in which they are working or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • sourcing and providing information and advice within typical workplace time constraints and the deadlines determined by the customer.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped, industry-realistic office environment using appropriate publications, computers, printers and information programs currently used in the tourism industry to store tourism-related information, including the internet ***or*** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors • interaction with and involvement of customers to whom destination and general product advice can be given • access to sources of destination and general product information, such as sales kits, brochures, product manuals, supplier and destination marketing organisation information kits, electronic information sources and information databases.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate sourcing current information and providing advice to customers • evaluation of integrated activities completed by the candidate, including sourcing information on international destinations, selling products, providing quotations and issuing documents • case studies or problem-solving activities to assess ability to respond to different customers • destination research activities for different customer scenarios • written and oral questioning or interview to test knowledge of information sources and key destination

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	information • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITTTSL001A Operate an online information system • SITTTSL005A Sell tourism products and services • SITTTSL006B Prepare quotations • SITTTSL007B Receive and process reservations • SITTTSL008B Book and coordinate supplier services.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of destination information may include:	• destination and product library • internet and intranet • state and federal government tourism authority information systems • international government tourism authority information systems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Features of the international destination may include:	• major cities, towns and tourist areas and precincts • major man-made tourist attractions • major gateways for and transport networks within the region and destination • history • local economy • local customs • special regional features • areas of environmental, social or cultural significance or sensitivity • cultural elements • special features of the host community • local facilities • banking and currency information • facilities for customers with special needs.
Key information on geographical features must include:	• location of the destination and the region in which it is located • climate and seasonal factors of the destination and its region • major geographic features of the destination and its region.
Key information on current health and safety features may include:	• any current health risks, including diseases, epidemics, and animal or insect infestation • political uprisings and civil commotion • war • terrorism threats or current acts.

General information on different tourism products:	• may include:
	  • styles of product available within the destination
	  • seasonal availability of product
	  • location of product within the destination
	• may be found in:
	  • brochures
	  • e-brochures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- sales kits
- supplier information kits
- product manuals
- advertising flyers.

Storage of destination information may include:

- card reference systems
- files and notes of particular destinations
- files and notes for specific touring routes or locations
- files and notes for specific styles of customer group
- computerised database of information.

Formal and informal research may include:

- informal discussions with colleagues
- undertaking formal study
- accessing and reading promotional information, including travel guide books, and product brochures and updates
- liaising with trade and general media
- attending product launches
- attending promotional seminars
- direct contact with other organisations, including suppliers, principals and tourist information offices
- familiarisations
- accessing the internet and intranet
- personal on-site observation or exploration
- organising information from own memory and experiences
- watching television, videos and films
- listening to radio
- reading newspapers, books and other references.

Health, safety and regulatory information may include:

- travel warning advice issued by the federal government for Australian travellers
- health advisory notices and vaccination information issued by local and international bodies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL004A Source and provide Australian destination information and advice

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to source and provide information and advice for Australian destinations, including general product information such as what types or styles of product can the destination offer. The unit requires the ability to identify appropriate information sources and research destinations in order to develop, update and maintain a general destination knowledge base relevant to the industry sector and job role.

More specific and detailed product knowledge is covered in SITTTSL002A Access and interpret product information. Selling skills are covered in SITTTSL005A Sell tourism products and services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of Australian tourism products and services and applies to the full range of industry sectors.

Tourism operators within Australia such as retailers, tour wholesalers and inbound tour operators would cover multiple Australian destinations. Visitor information centres and some tour operators would specialise in one region. The range and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit does not require an in-depth knowledge of every Australian destination sold by every style of tourism operator but focuses on the ability to collect and interpret destination information to fulfil a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

particular sales or operational need.

The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as visitor information officers, retail travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

Because of the broad industry application of this unit and the variances in the essential general knowledge base, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role. Providers of pre-employment training programs must cover a broad range of destination knowledge in order to provide a choice of vocational outcomes. Funding and hours allocated to training must reflect the breadth and depth of knowledge required.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of Australian destinations.	1.1 Identify and access ***information sources*** with current and accurate information on Australian destinations. 1.2 Obtain information on ***features of the Australian destination*** and the general style of tourism products available. 1.3 Obtain ***key information on geographical features and current health and safety features*** of the Australian destination. 1.4 Identify and obtain ***general information on different tourism products*** available to meet different customer needs. 1.5 Record and ***store destination information*** for future use according to organisation systems.
2 Update knowledge of Australian destinations.	2.1 Use ***formal and informal research*** to update destination and general product knowledge. 2.2 Seek feedback from colleagues and customers on experience with Australian destinations and provide this to other organisations where appropriate. 2.3 Share updated information with colleagues according to organisation procedures.
3 Provide information	3.1 Accurately identify the specific information and advice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
and advice on Australian destinations.	needs of the customer. 3.2 Provide a range of current and accurate destination and general product information and advice in a timely manner and according to organisation procedures. 3.3 Refer customers to current sources of ***health and safety information***. 3.4 Ensure that the scope and depth of the information are appropriate to customer needs. 3.5 Present the information and advice in an appropriate format and style.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills
- communication skills to identify the information needs of customers and to seek and provide feedback on Australian destinations; specifically actively listening, questioning and verbal summary of information
- literacy skills to source, read and interpret general information on destinations and complex information of specific health, safety and regulatory issues that relate to Australian destinations.

The following knowledge must be assessed as part of this unit:

- general sources of information on regions and destinations
- industry information networks
- understanding of the ways in which customers seek information
- formats and styles of information presentation, including styles that cater for those with special needs (e.g. presenting information in large print or providing information electronically)
- sources of information on current health and safety issues for the destination, including weather information, health advisory notices issued by the federal and state or territory government health departments and safety advisory information issued by federal and local police authorities and emergency service authorities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- ways that individuals update their knowledge in the tourism industry
- breadth of Australian destination knowledge appropriate to the sector or specific workplace; pre-vocational assessment must include coverage of all Australian States and Territories, the major regions and destinations found within
- for each destination, the depth of knowledge must cover:
  - key information on geographical features of the destination, including destination location, climate and seasonal factors of the destination the its region and major geographic features of the destination and its region
  - key information on cultural and related features of the destination, including areas of environmental, social or cultural significance or sensitivity; major cities, towns and tourist areas and precincts; major, man-made tourist attractions; major gateways for and transport networks within the destination and its region; and very basic understanding of the history and cultural aspects of the host community, including cultural mix.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to research current, relevant and accurate information on Australian tourism destinations and the styles of product offered in those destinations
- knowledge of current industry information networks and sources
- ability to source and provide tailored Australian destination information and advice in response to multiple customer requests covering a range of Australian tourism destinations; the breadth of destination knowledge required to provide advice to customers will vary according to the industry sector and workplace
- project or work activities that show the candidates' ability to source and provide Australian destination information and advice within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • sourcing and providing information and advice within typical workplace time constraints and the deadlines determined by the customer.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped industry-realistic office environment using appropriate publications, computers, printers and information programs currently used in the tourism industry to store tourism related information ***or*** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors • interaction with and involvement of customers to whom destination and general product advice can be given • access to sources of destination and general product information such as sales kits, brochures, product manuals, supplier or destination marketing organisation information kits, electronic information sources and information databases.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate sourcing current information and providing advice to customers • evaluation of integrated activities completed by the candidate, including sourcing information on Australian destinations, selling products, providing quotations and issuing documents • case studies and problem-solving activities to assess ability to respond to different customers • destination research activities for different customer scenarios • written and oral questioning or interview to test knowledge of information sources and key destination

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

information
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL001A Operate an online information system
- SITTTSL005A Sell tourism products and services
- SITTTSL006B Prepare quotations
- SITTTSL007B Receive and process reservations
- SITTTSL008B Book and coordinate supplier services.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of destination information may include:

- destination and product library
- internet and intranet
- state and federal government tourism authority information systems
- regional tourism office information systems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Features of the Australian destination may include:	• major cities, towns and tourist areas and precincts • major man-made tourist attractions • major gateways for and transport networks within the region and destination • history • local economy • local customs • special regional features • areas of environmental, social or cultural significance or sensitivity • cultural elements • special features of the host community • local facilities, including banking and public facility information • facilities for customers with special needs.
Key information on geographical features must include:	• location of the destination and the region in which it is located • climate and seasonal factors of the destination and its region • major geographic features of the destination and its region.
Key information on current health and safety features may include:	• any current health risks, including diseases, epidemics, and animal or insect infestation • terrorism threats or current acts • weather disasters or threats of bad weather, e.g. fire, flood and storm.

General information on different tourism products:	• may include:
	  • styles of product available within the destination
	  • seasonal availability of product
	  • location of product within the destination
	• may be found in:
	  • brochures
	  • e-brochures
	  • sales kits
	  • supplier information kits

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- product manuals
- advertising flyers.

Storage of destination information may include:

- card reference systems
- files and notes of particular destinations
- files and notes for specific touring routes or locations
- files and notes for specific styles of customer group
- computerised database of information.

Formal and informal research may include:

- informal discussions with colleagues
- undertaking formal study
- accessing and reading promotional information, including travel guide books, and product brochures and updates
- liaising with trade and general media
- attending product launches
- attending promotional seminars
- direct contact with other organisations, including suppliers, principals and tourist information offices
- familiarisations
- accessing the internet and intranet
- personal on-site observation or exploration
- organising information from own memory and experiences
- watching television, videos and films
- listening to radio
- reading newspapers, books and other references.

Health and safety information may include:

- health advisory notices issued by federal and state or territory government health departments
- safety advisory information issued by federal and local police authorities and emergency service authorities.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL005A Sell tourism products and services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to sell tourism services and products proactively in a range of industry contexts. It requires the ability to provide quality customer service while identifying specific customer needs, suggest a range of products to meet those needs, provide current and accurate product information and close the sale.

The sale of some tourism products and services is subject to specific regulation under several federal and state or territory pieces of legislation. In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading to hold a travel agent's licence.

Any organisation that sells travel insurance to a retail client must meet the requirements of the Financial Services Reform Act (2001). In particular, sales personnel must complete a course delivered by the insurance provider in order to interpret provisions of the insurance policy and provide advice to customers on its purchase.

Any inbound tour operator (ITO), no matter where the business is located, who sells and organises the operation of tours within Queensland is subject to the Queensland Tourism Services Act (2003). ITOs must register with the Queensland Office of Fair Trading. All tour guides residing in any part of Australia are also covered by this law when working in Queensland. ITO business operators and guides do not need to meet any training or certification requirements, however ITOs and guides may be fined if they participate in unconscionable conduct when selling Queensland-based tourism products and services.

This unit covers the sale of any type of tourism product or service to any destination. Therefore, training and assessment must take into account the specific requirements of tourism-related legislation as it applies to selling the product or destination.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The tourism or hospitality organisation could be a principal (the supplier) or an agent selling products and services on behalf of the principal.

This unit has particular application to those personnel who sell as a key focus of their job role and for whom selling is an essential skill. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, restaurant managers, banquet coordinators or managers, resort activities coordinators, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL002A Access and interpret product information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify customer needs.	1.1 Accurately identify specific customer needs and preferences, including cultural needs and expectations. 1.2 Identify any customer requirements which, if met, would breach ***ethical and legal commitments***. 1.3 Establish rapport with the customer to promote goodwill and trust. 1.4 Disclose any ***fees determined by the organisation*** to ensure charges for sales and product coordination activities are clearly understood by the customer.
2 Suggest products to meet customer needs.	2.1 Undertake any required research to source information to meet ***specific customer needs***. 2.2 Tailor product options to the customer's specific needs. 2.3 Make any ***product*** suggestions according to current organisation promotional focus and any preferred

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	product arrangements where appropriate.
	2.4 Make the customers aware of additional products and options that may enhance their itinerary.
	2.5 Provide all options within the appropriate or agreed timeframe.
	2.6 Present all options in a format and style most appropriate to the particular customer and according to organisation procedures.
3 Provide product information and advice.	3.1 Accurately identify the specific product information and advice needs of the customer.
	3.2 Provide current and accurate product information and advice, including relevant product conditions in a timely manner.
	3.3 Ensure the scope and depth of the information are appropriate to customer needs.
	3.4 Present the information and advice in an appropriate format and style.
	3.5 Clearly explain and promote product features and benefits to the customer.
	3.6 Provide additional information to address customer questions and objections.
	3.7 Select and use techniques at the appropriate time to close the ***sale*** with the customer.
	3.8 Identify and act on opportunities to enhance the quality of service to customers.
4 Follow up sales opportunities.	4.1 Where appropriate, make follow-up contact with the customer.
	4.2 Provide any required after sales service according to organisation procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- sales techniques
- fundamental communication techniques, specifically active listening and questioning
- literacy skills to read and interpret the content and format of complex product information documents, including rate schedules and supplier tariff sheets, and sufficient to read plain English documents that relate to legislative requirements of tourism product sales
- writing skills to present product options to the customer, such as in the form of an itinerary
- numeracy skills to calculate any fees that will apply to the sales and related product coordination activities.

The following knowledge must be assessed as part of this unit:

- broad and working knowledge of the principles of selling and sales communication, especially as they relate to intangible products
- broad and working knowledge of the legal liability and implications of consumer legislation and regulations relating to selling tourism products appropriate to the particular industry sector and job role
- special laws relating to the sale of prohibited products and services, e.g. Child Sex Tourism Law
- product knowledge appropriate to the organisation or industry sector
- content and format of product information
- formats and styles of information presentation, including styles that cater for those with special needs (e.g. presenting information in large print or providing information electronically)
- considerations in selling, such as negotiated costs, contractual arrangements or preferred supplier or agent arrangements that may be in place.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- ability to communicate with the customer and correctly interpret the customer's requirements
- ability to apply sales techniques in response to a range of different customer situations
- underpinning product knowledge
- understanding of consumer liability issues
- demonstration of selling skills for multiple products and services and to meet varying customer needs
- project or work activities that show the candidates' ability to sell tourism products and services within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- completion of sales activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to assist the sales function ***or*** demonstration within the applicable sales environment for the sector, e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors
- interaction with customers to demonstrate selling techniques
- use of relevant and current product information to support the sales process, including brochures, timetables, tariffs and product sales kits.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using various sales techniques to sell a product or service
- project and role-play activities that allow the candidate to demonstrate selling skills, including sourcing initial

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

and subsequent products to suit changing customer requests and finalising the sale
- written and oral questioning or interview to test knowledge of the consumer regulations that apply and communication principles that underpin sales
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Any related Tourism Sales and Operations units to which this unit has strong links, for example:

- SITTTSL003A Source and provide international destination information and advice
- SITTTSL004A Source and provide Australian destination information and advice
- SITTTSL006B Prepare quotations
- SITTTSL007B Receive and process reservations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Ethical and legal commitments

- child sex tourism products or services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may relate to the sale of:	• products that breach environmental laws
	• products that are known to cause negative environmental, cultural or social impacts such:
	  • damage to environmentally or culturally sensitive areas or sites
	  • disturbance or injury to fauna
	  • physical damage to flora
	  • introduction of exotic and feral species
	  • damage to roads, tracks and fire trails
	  • pollution from vehicle emissions and unmanaged waste
	  • noise disturbance to the local community
	  • trivialisation of culture.

Fees determined by the organisation may include:	• service fee • transaction fee • itinerary preparation fee • visa and passport handling fee • loyalty program (e.g. frequent flyer) redemption fee • product booking fee • amendment, cancellation or reconfirmation fee • courier fee • credit card fee • communication fee.
Specific customer needs may relate to:	• preferences of different cultures and nationalities • family status • disability • age • gender • available budget • time available • special interests.
There is a broad range of products and services sold within the tourism industry, including:	• transportation • airfares • travel insurance • brochured tour packages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- specially tailored itineraries
- inclusive products or optional touring products
- transfers
- accommodation
- entertainment
- tours
- cruises
- hire cars
- entrance to attractions or sites
- tour guiding services
- activities
- meals
- functions
- special items with customer's corporate branding
- venue bookings
- speaker services
- audiovisual services
- meeting or event equipment
- special event consumable items
- catering.

Sales:

- may be made for:
  - a single product or service
  - multiple products and services making up a complete itinerary
  - individual customers
  - groups
  - one-off touring arrangements
  - series tours
  - incentive tours
  - meetings
  - conferences
- could be:
  - face-to-face
  - on the phone
  - in writing
  - by fax
  - by email or other electronic transmission
  - related to the sale of a destination

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- related to the sale of a specific product.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL006B Prepare quotations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to calculate the costs of products and services accurately and to present quotations to customers. It requires the ability to provide quotations for products and services where some costing and pricing has already been undertaken in the product development phase. As such it underpins SITTPPD003B Source and package tourism products, which deals with the more advanced skills to actually source, price and package product.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The tourism or hospitality organisation could be a principal (the supplier) or an agent quoting on products and services on behalf of the principal.

The unit has particular application to those personnel who sell as a key focus of their job role. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, restaurant managers, banquet coordinators or managers, resort activities coordinators, tour desk officers, reservations sales

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

agents and owner-operators of small tourism businesses.

The range of products and services and complexity of quotations will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL002A Access and interpret product information.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Calculate costs of products and services.	1.1 Create ***records*** to administer the customer's details and requirements. 1.2 Source and accurately select and interpret product and costing information required to prepare the ***quotation***. 1.3 If required, negotiate costs with suppliers according to commercial agreements and relationships, and within scope of individual responsibility. 1.4 Calculate commissions or mark-up nett costs according to organisation procedures and requirements to determine a profitable selling price. 1.5 Accurately calculate any additional taxes, ***special fees and other charges***. 1.6 Accurately calculate any required currency conversions. 1.7 Accurately calculate the final cost to the customer. 1.8 Check all calculations against all ***product and service*** components. 1.9 Keep detailed and legible records of the method of calculation, according to organisation formats.
2 Provide quotations to customer.	2.1 Prepare the quotation to reflect all inclusions required by the customer. 2.2 Promptly ***provide accurate quotation*** to the customer according to organisation procedures and formats. 2.3 Offer secondary quotations with options, as appropriate. 2.4 Ensure all quotations include accurate details of the cost of product and service provision and the ***conditions and limitations of the quotation***. 2.5 Record all details of the quotation accurately and legibly and keep on file according to organisation procedures. 2.6 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Update and amend quotations.	3.1 Adjust and update quotations to take account of changed requests or arrangements. 3.2 Provide the most up-to-date quotation to customers inclusive of new conditions and limitations. 3.3 Record all details of adjusted quotations and keep on file according to organisation procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret documents such as customer files, customer requests and complex product costing information
- writing skills to create customer files and document complex customer requests, complex costings and complex written quotations, including the conditions specifically applicable to the quotation
- numeracy skills to calculate complex costing components.

The following knowledge must be assessed as part of this unit:

- key principles and elements of calculating costs and components of quotations
- product knowledge appropriate to the specific tourism or hospitality industry sector and the products included in the quotation
- negotiated cost of supply, contractual arrangements and preferred supplier arrangements in place
- industry commission and mark-up procedures appropriate to the specific industry sector
- quotation systems and procedures appropriate to the specific industry sector
- broad and working knowledge of legal and consumer protection issues that relate to providing quotations and to the products covered by the quotation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to prepare and provide multiple accurate quotations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity
- knowledge of industry practices in relation to commissions, mark-up and fees
- project or work activities that show the candidates' ability to prepare quotations within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- completion of quotations within typical workplace time constraints and the deadlines determined by the customer and the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to assist the quotations function ***or*** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors
- use of relevant and current product information to support the quotation process, e.g. brochures, timetables, tariffs and product sales kits
- use of a full range of operational documentation, e.g. details of supplier contracts and customer files.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products and issuing documents
- evaluation of a range of quotations prepared by the candidate
- case studies to assess ability to provide accurate quotations in response to particular customer requests or for a series of customer files
- written and oral questioning or interview to test knowledge of the principles that underpin quotation procedures and the consumer protection regulations that would apply
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL007B Receive and process reservations
- SITTTSL010B Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Customer records may be:

- a computer file
- a manual file.

Quotations:

- may be for ***a broad range of products and services***, ***including***:
  - single product or service
  - multiple products and services making up a complete itinerary
  - inclusive products or optional touring products
  - groups
  - individuals
  - one-off touring arrangements
  - series tours
  - incentive tours
  - meetings
  - conferences
- may be prepared:
  - manually
  - using a computer
- may be provided by:
  - telephone
  - verbally in a face-to-face context
  - fax
  - email or other electronic transmission
  - mail
  - internal communication.

Special fees and charges may include:

- service fee
- transaction fee
- itinerary preparation fee
- visa and passport handling fee
- loyalty program (e.g. frequent flyer) redemption fee

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- product booking fee
- amendment fee
- cancellation fee
- reconfirmation fee
- courier fee
- credit card fee
- communication fee.

Some examples of products and services included in quotations are:

- domestic products and services
- international products and services
- transportation
- transfers
- accommodation
- entertainment
- tours
- cruises
- entrance to attractions or sites
- tour guiding services
- activities
- meals
- functions
- special items with customer's corporate branding
- venue hire
- speaker services
- audiovisual services
- meeting or event equipment
- special event consumable items
- catering.

Conditions and limitations of the quotation (initial and subsequent) may include:

- inclusions
- exclusions
- cost of items that are subject to availability
- prices subject to change
- inclusion of fees, taxes and levies
- general conditions and rules
- payment requirements
- date of current quotation
- life and expiry date of quotation
- changes of conditions of pre-existing quotation or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

booking
- changes to provision of pre-existing booking
- legislative requirements such as cooling-off period after acceptance of quotation
- methods of customer accepting quotation.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL007B Receive and process reservations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit does not cover specific selling skills required by reservations or call centre staff, nor does it cover the use of a computerised reservation system to manage reservations. These skills are covered by SITTTSL005A Sell tourism products and services and SITTTSL010B Control reservations or operations using a computerised system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales function for a diverse range of domestic and international tourism and hospitality products and services. It applies to those tourism operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This would include airlines, car rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers and attractions and theme parks. Reservations personnel may be involved in a direct selling role to the consumer but are very often engaged in selling to some sort of tourism industry agent.

Reservations are processed for a particular product or service or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

for a whole product range and would normally be processed and managed within a computerised system but some small business operators would use a manual system.

This unit applies to those frontline sales personnel who operate with some level of autonomy or under limited supervision and guidance from others and is undertaken by people such as reservations sales agents, reservations consultants, call centre consultants, booking officers and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Receive reservation request.	1.1 Determine the availability of the requested reservation and advise this to ***customer***.
	1.2 Offer alternatives if the requested booking is not available, including waitlist options.
	1.3 Answer enquiries regarding costs and other product features.
2 Record details of reservation.	2.1 Accurately record ***customer details*** against their ***reservation*** in a manner that ensures correct interpretation by others who may access the reservations details.
	2.2 Check for and make use of ***customer profile*** or history, if available, and use information to assist in making the reservation and enhancing customer service.
	2.3 Clearly record any special requests according to organisation requirements.
	2.4 Confirm all details of the booking with the customer and ensure that they understand and agree to all details.
	2.5 File the reservation in a manner that ensures easy access by others and according to organisation procedures.
	2.6 Prepare and issue ***documents*** and other material to the customer according to requirements of the specific reservation.
3 Update reservations.	3.1 ***Update the financial status of the reservation*** accurately and according to organisation procedures.
	3.2 Receive, process and record any amendments to or cancellations of reservations according to customer request and organisation procedures.
4 Advise others on	4.1 Communicate ***general and specific customer***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
reservation details.	***requirements and reservation details*** to appropriate departments and colleagues.
	4.2 Compile and provide accurate and relevant reservation statistics on request.
5 Minimise waste of printed materials.	5.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- verbal and written use of the 24-hour clock and ability to translate for customers
- verbal and written use of reservation jargon, system and product codes
- literacy skills to read and interpret reservation information such as customer files, customer requests and complex product and costing information
- writing skills to create customer files and succinctly document complex customer requests and any conditions specifically applicable to reservations
- numeracy skills to prepare and present reservation statistics.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge appropriate to the specific industry sector and product being sold
- reservations and bookings terminology
- relationships between different sectors of the tourism industry that relate to reservations, including sources of reservations
- working knowledge of the principles underpinning the particular reservations system in use.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to make accurate reservations according to established systems and procedures and within typical workplace time constraints
- ability to receive and process multiple reservations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity
- understanding of the different sources of reservations and the industry interrelationships that apply
- project or work activities that show the candidates' ability to receive and process reservations within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate telephones, computers and printers
- access to a computerised or manual reservations system currently used by tourism and hospitality industry operators to control the reservations function for the supply of their product or service
- use of industry-current reservations documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate receiving and processing reservations
- evaluation of integrated activities completed by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

candidate, including sourcing information on products, selling products, providing quotations and issuing documents
- evaluation of reservations documentation and booking data generated by the candidate
- activities to assess ability to process differing types of reservations, including booking, retrieving and amending a series of bookings
- written and oral questioning or interview to test knowledge of the principles underpinning reservations procedures and the relationships between different sectors of the tourism industry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL006B Prepare quotations
- SITTTSL010B Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Customers may be:	• industry customers, e.g. retail travel consultants and inbound tour companies or operators • end users of the service, i.e. the consumer.
Customer details may be recorded using:	• a computer file • a manual file.

Reservation:	• may be made by:
	  • phone
	  • facsimile
	  • mail
	  • face-to-face
	  • internet
	• may be for:
	  • individuals
	  • groups
	  • VIPs
	  • conference delegates.

Customer profiles may include:	• full name and title • address • phone, fax, email and other communication methods • special requirements • amount of business generated by the customer • usual method of payment.
Documents issued to customers may include:	• paper-based or electronically transmitted materials • invoices • credit notes • receipts • service vouchers • confirmation letters • information packs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Updating the financial status of the reservation may include:	• receiving, processing and recording payments • generating and issuing invoices and credit notes for changed reservations • checking and recording that the reservation has been fully paid.
General and specific customer requirements and reservation details may include:	• special requests • timing details • special needs • payment arrangements • information of a style of customer, e.g. special interest group or VIP status • details of other services being used.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL008B Book and coordinate supplier services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to make and administer bookings for tourism or hospitality products and services. It requires the ability to identify the customer's product requirements, request and confirm these with appropriate suppliers, and administer all bookings through to finalisation. It describes the coordination of bookings with suppliers, normally a business to business supply.

The unit does not cover the skills required to receive and process an incoming reservation within a supplier organisation which are covered in SITTTSL007B Receive and process reservations.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. Many tourism and hospitality operators have a role in making and administering business to business supply bookings for other tourism products on behalf of their customer. To the retail travel agency, one supplier can be a tour wholesaler. To the inbound tour operator, one supplier can be the tour operator. But even tour wholesalers and tour operators, who often package components to make up their product, have tourism suppliers, hotels for example.

The unit applies to frontline operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, banquet coordinators or managers, hotel guest relations officers, tour desk officers, operations coordinators and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL002A Access and interpret product information.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Administer customer file and identify booking requirements.	1.1 Interpret existing or create new records of the customer's booking requirements. 1.2 Prepare and issue ***documents*** and other materials to the customer. 1.3 ***Update the financial status of the customer's records*** accurately and according to organisation procedures. 1.4 Identify all ***supplier services to be booked*** according to customer's requirements and requests. 1.5 Identify details of specific products and services which have been sold and confirmed to the customer. 1.6 Where no specific product or service has been confirmed with the customer, select appropriate suppliers to ensure customer needs and prices quoted to the customer are met. 1.7 Select suppliers according to predetermined organisation negotiated arrangements and maximising the profitability of the sale.
2 Request products and services.	2.1 ***Request*** products and services from suppliers using the appropriate method and according to organisation procedures. 2.2 Provide ***full details*** of the required ***booking*** to ensure the customer receives the correct product or service. 2.3 Request ***return confirmation of all details*** of the booking from the supplier. 2.4 Make requests for multiple services in the most practical sequence. 2.5 Seek and request alternatives if requested bookings are not available and identify and action flow-on impacts, making adjustments to other bookings as required.
3 Record request and confirmation.	3.1 Keep accurate records of all bookings made, including request and confirmation, and file according to organisation procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.2 Monitor files to ensure that all confirmations have been received and follow up any outstanding confirmations.
	3.3 Note and schedule future action to be taken in relation to bookings according to system and organisation procedures.
4 Update and finalise bookings.	4.1 Make any ***necessary amendments or adjustments to bookings*** and accurately record these according to organisation procedures.
	4.2 ***Action payment required by the supplier*** at the appropriate time according to organisation procedures.
	4.3 Provide suppliers with any changes to the bookings according to agreed procedures and any contractual arrangements.
	4.4 Advise suppliers of ***final customer details*** and requirements according to the needs of particular bookings and organisation procedures.
5 Minimise waste of printed materials.	5.1 Minimise use of printed materials and maximise electronic transmission and filing of all customer, supplier booking, confirmation and finalisation documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of any quotations and specific services previously supplied to customer
- verbal and written use of the 24-hour clock
- verbal and written use of industry product and booking jargon, and system and product codes
- literacy skills to read and interpret booking documentation such as customer files, customer requests and complex product and costing information and to interpret supplier confirmations and any conditions specifically applicable to the reservation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- writing skills to create bookings, update customer files and succinctly and clearly document complex customer requests to the supplier
- numeracy skills to interpret quotations supplied to the customer and costs confirmed by the supplier, and to create and maintain financial documentation required to administer the bookings.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge appropriate to the specific industry sector and product being booked for supply
- booking systems and procedures appropriate to the specific industry sector
- relationships between different sectors of the tourism industry that relate to making bookings with suppliers
- negotiated costs, contractual arrangements and preferred supplier arrangements in place
- working knowledge of the principles underpinning the particular booking administration system in use.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to interpret and confirm the customer's requirements
- ability to coordinate the booking process effectively from initial request to finalisation of the booking
- ability to keep accurate records of bookings made
- ability to process multiple bookings in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity
- knowledge of industry booking systems and procedures for a range of products and services
- project or work activities that show the candidates' ability to book and coordinate supplier services within the context of the particular industry sector in which

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • completion of customer bookings within typical workplace time constraints and deadlines determined by the customer and organisation.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to control the supplier booking function ***or*** demonstration within the applicable sales environment for the sector, e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors • use of industry-current operational documentation, e.g. details of supplier contracts and customer files.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of integrated activities completed by the candidate, including sourcing information on destinations, accessing product information, selling products, providing quotations and issuing documents • case studies to assess ability to complete the booking process for different tourism products, services and customers • evaluation of activities and relevant administrative documentation that shows the supplier booking processes undertaken by the candidate • written and oral questioning or interview to test knowledge of the principles underpinning booking procedures and the relationships between different sectors of the tourism industry • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL006B Prepare quotations
- SITTTSL010B Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Documents issued to customers may include:

- paper-based or electronically transmitted materials
- invoices
- credit notes
- receipts
- confirmation letters
- information packs.

Updating the financial status of the customer's records may include:

- receiving, processing and recording payments
- generating and issuing invoices and credit notes for changed arrangements
- checking that the customer has fully paid.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Supplier services to be booked can cover a broad range of products and services within the tourism industry, including:	• transportation • transfers • accommodation • airline flights • charter flights • entertainment • tours • cruises • entrance to attractions or sites • tour guiding services • activities • meals • functions • special items with customer's corporate branding • venue bookings • speaker services • audiovisual services • staging equipment • meeting or event equipment • special event consumable items • catering.
Service requests and return confirmations may be communicated via:	• telephone • fax • email • internet and intranet • mail • centralised reservations system (CRS) • global distribution system (GDS).
Full details must include:	• customer details • date, time and location of commencement and conclusion of service • any pre-negotiated costs and payment details • nature of service to be provided • special requests or requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Bookings may be made for:	• a single product or service • multiple products and services making up a complete itinerary • inclusive tours or optional tours • groups • individuals • one-off touring arrangements • series tours • incentive tours • meetings • conferences.
Return confirmation of details of the supply may include:	• cost • payment method and deadline • special requests.
Necessary amendments or adjustments to bookings may include:	• cancellation of booking • change of date or time • change of location of commencement and conclusion of service • reduction or increase in number of bookings held.
Actioning payments required by the supplier may involve:	• requesting payment from the accounts department, e.g. cheque requisition or purchase order • self-administering the payment • issuing a miscellaneous charges order • sending payment by cheque or electronic transmission.
Final customer details may include:	• final numbers for a group booking • arrival and departure times and flights (or any other form of transportation) • final name list • final rooming list • details of tour guides, tour managers and crew accompanying customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL009B Process travel-related documentation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to process a range of travel documentation commonly used or issued within the tourism industry. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

Travel-related documents can include air tickets. In most States and Territories, organisations that issue air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must have formally achieved competence in constructing and ticketing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. It applies to all organisations where travel and tourism documents are issued to customers or tour delivery staff. Documentation can be administered using a computerised or manual system.

The unit applies to frontline operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers and operations coordinators. Some larger organisations such as tour wholesalers support a documentation department staffed by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

industry entry-level documentation officers or clerks who may require more supervision.

The range of products and services and complexity of documents will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL002A Access and interpret product information.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret information required for processing of documentation.	1.1 Identify deadline for preparation and despatch of ***documents***.
	1.2 Interpret existing ***reservation data*** held for the customer to identify all ***customer details*** correctly.
	1.3 Identify and interpret details of specific ***products and services*** that have been sold and confirmed to the customer and check prices quoted.
	1.4 Identify confirmed bookings held for customers and costs quoted by product and service suppliers.
	1.5 Identify ***sources of general information required to issue all necessary documents***.
	1.6 Check payment status and take appropriate action.
	1.7 Check for and report any discrepancies in costs quoted to the customer and actual cost of services and take any follow-up action required to collect shortfall.
	1.8 Identify any operational documents required by personnel involved in delivering the tourism product.
2 Process documentation.	2.1 Prepare complete and accurate ***documentation*** within designated timeframes.
	2.2 Record required details on documentation with accuracy and according to the conditions applicable to the product.
	2.3 Make appropriate calculations and record any required costs within documents.
	2.4 ***Action payment required by the supplier*** at the appropriate time according to organisation procedures.
	2.5 Check all documentation for accuracy prior to issue and amend as necessary.
	2.6 Process, file and despatch ***copies of documents*** according to organisation and ***supplier*** procedures and requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.7 Despatch documents according to customer and organisation requirements.
	2.8 Reissue documentation where appropriate and process any required refunds or additional payments required according to conditions applicable to the product.
3 Minimise waste of printed materials.	3.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of customer and operational requirements
- interpretation of quotations previously supplied to customer
- literacy skills to read and interpret reservation and operational data, read and interpret complex itineraries and product information, and prepare accurate and clearly expressed travel-related documents
- numeracy skills to calculate costs quoted to the customer, check payment status of customer files and issue documents with correct monetary value.

The following knowledge must be assessed as part of this unit:

- procedures and principles underpinning the processing of documentation
- documentation types and standard formats used in the tourism industry
- basic product knowledge appropriate to the specific industry sector
- relationships between different sectors of the tourism industry in relation to requirements for and acceptance of tourism documentation
- basic understanding of the negotiated costs, contractual arrangements and preferred supplier arrangements in place.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to interpret and confirm the customer's requirements
- ability to identify any documents required by operational or delivery personnel
- ability to process and issue accurate tourism documentation
- ability to process a range of different tourism product, service or operational documentation for multiple customer, tour or event files and ideally as a component of integrated work activity
- understanding of the principles that apply to the processing of any type of documentation
- project or work activities that show the candidates' ability to process tourism documentation within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- issuing of documentation within typical workplace time constraints and the deadlines determined by the customer and the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to control documentation functions ***or*** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors
- use of customer and operational file types showing reservations or operational data as the basis for the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

issuing of documentation
- use of industry-current documents, such as itineraries, vouchers and confirmation letters
- where assessment covers air documents and tickets, the use of industry-current airline or consolidator documentation, computer data, schedules, tariffs and bulletins outlining rules, conditions and regulations
- for air tickets, the use of the full range of International Air Transport Association (IATA) actual or training facsimile air documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and booking supplier services
- review of documents processed by the candidate
- case studies or project activities to assess candidate's ability to issue different types of documents in different operational circumstances and for varying customer requirements
- written and oral questioning or interview to test knowledge of the principles underpinning the issuing of documentation, requirements for various types of documents and relationships between different sectors of the tourism industry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL008B Book and coordinate supplier services
- 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Documents may be produced:

- manually
- using a computer.

Reservation data for the customer may be:

- a computer file
- a manual file.

Customer details may include:

- name
- age
- special requirements to be noted on documents
- agent's details
- address for delivery of documents
- date required for delivery of documents.

Products and services may be:

- domestic
- international.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Sources of general information required to issue all necessary documents may include:

- timetables
- brochures
- price schedules
- contracts with suppliers
- centralised reservations system (CRS)
- database of product suppliers and their details
- internet sites
- visa guides
- air travel information such as:
  - airline schedules and timetables
  - airline fare manuals
  - tariffs from airlines
  - tariffs from consolidators
  - special bulletins issued by airlines and consolidators.

Documentation:

- may be paper-based or electronically transmitted materials
- may include:
- air travel documents such as e-tickets, multi-purpose document (MPD), credit card charge forms and exchange tickets
- accommodation vouchers
- bus, coach or other form of transportation tickets
- car hire and motor home vouchers
- cruise vouchers
- tour vouchers
- vouchers for attraction or theme park entry
- vouchers for any tourism product or service
- meeting or event confirmation letters
- delegate information packs
- travel insurance documentation
- confirmation letters
- letters outlining terms, conditions and liability restrictions
- letters advising sources of information relating to health, safety and regulatory issues for the customer's attention

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- product disclosure statements
- letter of commission disclosure
- confirmation vouchers
- commission vouchers
- visa and passport forms
- visas and passports
- travellers cheque requests
- passenger itineraries
- operational itineraries for crew
- briefing notes for crew
- passenger lists
- rooming lists
- sales returns
- may be produced for:
  - a single product or service
  - multiple products and services making up a complete itinerary
  - inclusive tours or optional tours
  - groups
  - individuals
  - guests or delegates
  - one-off touring arrangements
  - series tours
  - incentive tours
  - meetings
  - conferences.

Actioning payments required by the supplier may involve:

- requesting payment from the accounts department, e.g. cheque requisition or purchase order
- self-administering the payment:
- issuing a miscellaneous charges order
- sending payment by cheque or electronic transmission.

Copies of documents may be:

- paper-based or electronically transmitted materials
- for the file
- for the accounts department
- for the operational personnel involved in the delivery of a tour, e.g. tour guide and driver

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- for the supplier of the service.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL010B Control reservations or operations using a computerised system

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions.

The unit concentrates on the specific computer skills required to apply many tourism operational functions. This unit does not cover specific core sales and operational skills which are fully covered in other individual units, such as SITTTSL005A Sell tourism products and services, SITTTSL006B Prepare quotations and SITTTSL009B Process travel-related documentation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors.

These industry sectors use a diverse range of computerised systems to manage reservations, operations and sales administration functions, so the system will vary depending upon the organisation and industry sector.

This unit covers the use of the industry-wide systems known as computerised or centralised reservations system (CRS) and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

global distribution system (GDS) commonly used by retail travel agencies when booking a supplier's service. It covers systems used by accommodation providers and tour operators when receiving and processing reservations for the supply of their product or service. It also covers other industry-wide systems used by inbound tour operators, outbound tour wholesalers and meetings and events management organisations. It can equally apply to any organisation-based computerised reservations or operations system.

The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, reservations sales agents and owner-operators of small tourism businesses.

The range and complexity of products and services and the particular reservations or operations system will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored. Training and assessment programs must be contextualised to meet the requirements of the specific industry sector and specific computerised systems and must allow for learners who have moved from one computer system to another to participate in retraining.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and manipulate system information.	1.1 Access and interpret ***system*** displays.
	1.2 Use all system features to access a range of ***information***.
2 Create and process reservations.	2.1 Check availability of required booking according to system functions and requirements.
	2.2 Create new ***reservations*** containing accurate customer details and full requirements according to system procedures and features.
	2.3 Input all customer details in the format required by the computer system.
	2.4 Retrieve bookings as required, using the format required by the computer system.
	2.5 Make accurate ***updates and amendments to reservations*** and store as required.
	2.6 Download and file any required reservation details.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Send and receive communications.	3.1 Create and process accurate communications to ***industry colleagues*** using the required features of the system. 3.2 Access and interpret communications from industry colleagues at the appropriate time.
4 Administer sales and operations functions using the system.	4.1 Use the ***system capabilities*** to meet the ***particular sales or operational need***. 4.2 Use the system capabilities to manage all required ***accounting processes that relate to a particular file***, ***customer or reservation***. 4.3 Produce ***reports*** to meet sales and operational needs.
5 Minimise waste of printed materials.	5.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic computer and keyboarding skills
- literacy skills to read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes
- writing skills to input reservation or operational data accurately
- numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation.

The following knowledge must be assessed as part of this unit:

- role of computerised reservations and operations systems within the tourism and hospitality industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- range of products and services controlled by the computer system
- range of sales, operational and accounting functions that can be controlled by the system
- procedures and codes required to enter and exit a system
- common computerised reservation and operational entries, including encodes and decodes
- mandatory fields
- requirements for specific formatted entries
- procedures for confirming, storing and retrieving reservations or operational data
- procedures for amending and cancelling reservations
- procedures for sending and receiving messages.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to use the features of a computerised reservations or operations system correctly and efficiently • ability to accurately operate a computer reservations system to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity • ability to use a full range of system administrative capabilities relevant to the job role • project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work • completion of reservation or operational activities within typical workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

industry-realistic office environment using appropriate computers, printers, information programs and publications
- access to a computerised reservations or operations system currently used in the tourism or hospitality industry to control the agent to supplier booking function ***or*** an organisation-based computerised reservations system that controls the supplier's reservations or operations function.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, accessing product information, selling products, providing quotations and issuing documents and air tickets
- direct observation of the candidate using the various features of a computerised reservations or operations system to book, retrieve and amend a series of bookings
- case studies to assess ability to complete the booking process using a computerised reservations or operations system for different tourism products, services and customers
- use of emulator reservations programs to assess candidate's ability to use all the functions of a computerised reservations system in simulator mode
- evaluation of booking data generated by the candidate in response to different customer situations
- written and oral questioning or interview to test knowledge of the role of computerised reservations or operations systems within the industry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

This unit underpins effective performance in a range of sales and operational activities and combined assessment with any related Tourism Sales and Operations units is

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	strongly recommended, for example: SITTTSL001A Operate an online information system SITTTSL002A Access and interpret product information SITTTSL006B Prepare quotations SITTTSL007B Receive and process reservations SITTTSL008B Book and coordinate supplier services SITTTSL009B Process travel-related documentation SITTTSL011A Maintain a product inventory.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

System may be:	• industry wide • organisation-specific • CRS • GDS • reservations-based • operations-based.
Information may include:	• costs of any tourism product or service, such as tours,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

hotels and rental cars
- airfares
- airport taxes
- availability of products or services
- size of vehicles
- touring inclusions
- product information
- product rules
- payment requirements
- health
- customs and immigration
- general industry information.

Reservations:

- ***can be made for the diverse range of products and services*** offered within the tourism industry, including:
  - airline seats
  - hotel rooms and other accommodation
  - rental cars and other vehicles
  - transportation
  - transfers
  - entertainment
  - tours
  - cruises
  - entrance to attractions or sites
  - travel insurance
  - tour guiding services
  - activities
  - meals
  - functions
  - special items with customer's corporate branding
  - special events
  - venue facilities
  - convention facilities
  - speaker services
  - audiovisual services
  - meeting or event equipment
  - special event consumable items
  - food, beverage and catering

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• may be created for:
	  • groups
	  • individuals
	  • tour guides, crew and other touring personnel
	  • domestic tourists
	  • outbound tourists
	  • inbound tourists
	  • meetings and conference delegates
	  • events attendees.

Updates and amendments to reservations may involve:	• adding additional customers • splitting an existing reservation • cancelling a booking • changing an itinerary by adding or deleting products or services • changing customer names, if permitted • cross-referencing multiple bookings • entering invoicing details • entering payment details • entering ticketing or voucher details.
Industry colleagues may include:	• any product or service supplier with whom the reservation is being made, such as airline and rental car company • other organisation departments needing access to reservations or operations information.
System capabilities may relate to:	• sales management functions • operational management functions.
Particular sales or operational need may include:	• providing destination and specific product information and advice • accessing and interpreting product information • selling tourism products to the customer • preparing quotations • constructing airfares • booking and coordinating a supplier service for the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	customer • issuing customer travel documentation • issuing crew documentation, e.g. operational or technical itineraries • issuing air tickets • organising functions • processing and monitoring meeting or event registrations • purchasing promotional products • hiring special equipment.
Accounting processes that relate to a particular file, customer or reservation may include:	• processing financial transactions • issuing invoices • issuing credit notes • managing the receipt of customer payments and refunds • reconciling all financial transactions • managing the application of transaction fees.
Reports may be:	• paper-based or electronically transmitted materials • specific to a department • cover the whole organisation • relate to sales generated by individual staff members • accounting reports • sales reports • reservation reports • cost comparisons for various product suppliers • usage rates for various product suppliers • used to negotiate rates • used to determine currency of information held in the system.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL011A Maintain a product inventory

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain an inventory of tourism products. It requires the ability to access and interpret the required product information, enter and maintain accurate data and provide product inventory information to relevant personnel.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services. It applies to tourism and hospitality industry sectors and organisations where product is controlled by use of an inventory; mainly to tour operators, tour wholesalers, accommodation providers and event management organisations.

The inventory system may control a principal's (the supplier's) tourism and hospitality products that are supplied to other organisations or it may control a tour wholesaler's inventory of product purchased or allotted from the principal.

Inventory control requires the application of significant interpretation, planning and organisational skills and this role is generally undertaken by senior personnel who operate autonomously or under limited guidance from others. They would require considerable product knowledge to maintain an accurate inventory of product and could apply discretion and judgement. It is undertaken by senior product coordinators, product or operations managers, and owner-operators of small

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

tourism businesses.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	This unit must be assessed after the following prerequisite unit: SITTTSL002A Access and interpret product information.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Obtain and interpret information for inventory.	1.1 Obtain ***information to be included in inventory*** from internal and external colleagues at the appropriate time. 1.2 Interpret and review information prior to entry into ***inventory*** to ensure information is current and accurate.
2 Enter data into inventory system.	2.1 Calculate costs accurately prior to entry and according to organisation procedures and commercial agreements. 2.2 Format all information and enter into the inventory system according to organisation procedures and system requirements.
3 Update inventory.	3.1 Monitor the currency of inventory information and update at designated times according to organisation procedures. 3.2 Monitor bookings, allotments or requests and adjust as required. 3.3 Remove any out-of-date information from the inventory within designated timelines.
4 Provide inventory information.	4.1 Prepare inventory information, updates and briefings within required timelines. 4.2 Distribute ***reports*** and inventory information to appropriate colleagues according to organisation procedures using electronic transmission, wherever possible, to reduce waste of printed materials and negative environmental impacts. 4.3 Provide assistance to colleagues on inventory-related matters.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret complex product information, including costs and terms and conditions of their sale
- writing skills to summarise information accurately and succinctly for inclusion in the product inventory and produce accurate inventory reports
- numeracy skills to interpret and calculate complex product cost components.

The following knowledge must be assessed as part of this unit:

- role played by inventory systems within the organisation and wider tourism industry
- major categories of tourism products and services
- sources of tourism product information and specific product types
- industry terminology and common abbreviations in relation to major product categories
- product knowledge appropriate to the specific tourism or hospitality industry sector and products to be included in inventory
- negotiated cost of supply, contractual arrangements and preferred supplier arrangements in place
- industry commission or mark-up procedures appropriate to the specific industry sector and the particular products controlled by the inventory
- key principles and elements of calculating costs for the components of products
- broad and working knowledge of legal and consumer protection issues that relate to providing quotations and product information
- uses of various reports within inventory systems.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • ability to create, update and produce reports on a product inventory system accurately and within typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit

workplace time constraints

- knowledge of the role played by inventory systems within the organisation and the wider tourism industry
- ability to make and maintain accurate and multiple product inventory entries that cover the full range of products relevant to the industry sector or organisation
- project or work activities conducted over a period of time so that the management and monitoring aspects of maintaining an inventory can be assessed
- project or work activities that show the candidates' ability to maintain a product inventory within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software or database programs currently used in the tourism industry to control product inventory
- access to current industry product details and operational documentation and data, such as supplier contracts and rates.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of inventory documentation and reports prepared by the candidate
- evaluation of an inventory established and managed by the candidate
- written and oral questioning or interview to test knowledge of inventory coordination procedures and the ways in which inventories are used within the tourism industry
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL001A Operate an online information system
- SITTTSL008B Book and coordinate supplier services
- SITTTSL010B Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information to be included in inventory may include:

- allotments of any type of tourism product, such as accommodation and seat in coach touring
- rates, costs and tariffs
- general product information
- terms and conditions of sale
- special packages
- sales data.

Inventory may refer to products:

- within an organisation
- of other organisations (suppliers).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Reports may be:	• paper-based or electronically transmitted materials • sales reports • reservation reports • cost comparisons for various product suppliers • usage rates for various product suppliers • used to negotiate rates • used to determine currency of information held in the inventory.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL012B Construct domestic airfares

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct air itineraries and cost airfares correctly for domestic air travel. It requires the ability to interpret airfare information accurately and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in the unit SITTTSL009B Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale of domestic airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism organisation must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Interpret domestic airfare information.	1.1 Identify and access ***sources of fare information***.
	1.2 Interpret ***information on air itineraries***, fares and fare rules, including airport codes, airline codes, fare types and classes, normal fares, ***concession fares***, promotional fares, ***taxes***, general air travel rules and restrictions and ***conditions applicable to specific fares***.
2 Configure air itineraries and cost domestic airfares.	2.1 ***Configure air itineraries*** to create optimum airfare cost.
	2.2 ***Configure domestic air itineraries and calculate domestic fare costs*** accurately and according to enterprise procedures.
	2.3 Calculate any additional taxes, ***fees*** and other charges.
	2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
	2.5 ***Record*** full details of the calculated fare.
3 Minimise waste of printed materials.	3.1 Minimise use of printed materials and maximise electronic fare calculation and filing of all records to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of fare schedules and other airline or consolidator guidelines
- interpretation of rules and conditions applicable to fares
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions
- numeracy skills to perform complex airfare calculations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of domestic airport and airline codes
- how to access information on different types of current fares and applicable rules and conditions, especially most popular and currently available promotional fares
- how to access information on current airline and IATA regulations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of how to access information on the current range of domestic airfares and ability to interpret conditions applicable to specific fares
- knowledge of how to construct sector fares, promotional fares and fares incorporating non-stop, direct and connecting services
- ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares
- ability to calculate domestic airfares accurately in response to multiple customer requirements covering a range of different air routes
- completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare calculations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents
- fare construction activities and case studies to assess ability to construct and cost domestic airfares for different routes and to meet varying customer requirements
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of fare information may include:	• airline guides • airline schedules and timetables • fare manuals • computerised data • centralised reservations system (CRS) • global distribution system (GDS) • tariffs from airlines • tariffs from consolidators • special bulletins issued by airlines and consolidators • general information from airlines • internet.
Information on air itineraries:	• non-stop services • direct and connecting services • minimum connecting times.
Concession fares may include those for:	• infants • children • students • pensioners • groups • seamen • carers • military personnel.
Taxes may include:	• domestic head tax • noise tax • GST.
Conditions applicable to specific	• payment deadline

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

fares may include:	• ticketing deadline • extensions to ticketing deadline • cancellation charges • availability of any type of change to the air itinerary • availability of changes to class of travel • amendment fees • baggage allowance • excess baggage charges • restricted articles in baggage • time limits for passenger name records (PNRs).
Configure air itineraries must ensure coverage of the following types of fares:	• sector fares • promotional fares • fares incorporating non-stop, direct and connecting services • fares incorporating airport and other taxes.
Calculation of domestic fare costs may be completed:	• manually • using a computer.
Fees may include:	• service fee • transaction fee • air itinerary preparation fee • loyalty program (e.g. frequent flyer) redemption fee • courier fee • credit card fee • communication fee • flight fuel emissions offset fee ("flying carbon neutral").
Record of the calculated airfare may involve use of:	• paper-based or electronically filed materials • manual format • linear format.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL013B Construct normal international airfares

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost normal international airfares. It requires the ability to interpret airfare information accurately and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in SITTTSL009B Process travel-related documentation.

In most States and Territories, any organisation that sells air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Interpret international airfare information.	1.1 Identify and access ***sources of international fare information***. 1.2 Interpret ***information on international air itineraries***, ***fares and fare rules***.
2 Configure air itineraries and cost international airfares.	2.1 ***Configure air itineraries to create the optimum airfare cost accurately and according to IATA regulations***. 2.2 ***Configure international air itineraries and calculate international fare costs*** accurately and according to IATA regulations. 2.3 Calculate any additional ***taxes***, special ***fees*** and other charges. 2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
3 Construct fares incorporating add-ons.	3.1 Correctly interpret add-on tables. 3.2 Calculate through fares, incorporating add-ons and document according to IATA procedures. 3.3 ***Record*** full details of the calculated international fares.
4 Minimise waste of printed materials.	4.1 Minimise use of printed materials and maximise electronic fare calculation and filing of all records to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of fare schedules and other airline or consolidator guidelines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- interpretation of rules and conditions applicable to fare
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable general air travel rules and restrictions
- numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of airport and airline codes
- how to access information on different types of current fares and the applicable rules and conditions
- how to access information on current airline and IATA regulations
- normal fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of how to access information on the current range of international airfares and ability to interpret the conditions applicable to specific fares
- ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares
- ability to create practical air itineraries in response to customer requirements
- ability to calculate normal international airfares accurately in response to multiple customer requirements covering a range of different air routes
- completion of airfare calculations within typical workplace time constraints and deadlines determined

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations
- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents
- fare construction activities and case studies to assess ability to construct and cost normal international airfares for different routes and to meet varying customer requirements
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of general air travel rules and restrictions applicable to normal international airfares
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation
- SITTTSL014B Construct promotional international airfares.

Assessing employability skills

Employability skills are integral to effective performance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of international fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- global distribution system (GDS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on international air itineraries, fares and fare rules must include:

- airport codes
- airline codes
- fare types and classes
- IATA areas
- global indicators
- international airline terminology
- IATA terminology and definitions
- normal fares
- concession fares, which may include those for:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- infants
- children
- students
- pensioners
- groups
- seamen
- carers
- military personnel

- taxes and surcharges
- general air travel rules and restrictions, which may include:
  - payment deadline and ticketing deadline
  - extensions to ticketing deadline
  - cancellation charges
  - availability of any type of change to the air itinerary
  - availability of changes to class of travel
  - amendment fees
  - baggage allowance
  - excess baggage charges.

Information on international air itineraries, fares and fare rules may include:

- non-stop services
- direct and connecting services
- minimum connecting times
- route maps.

Configure air itineraries:

- must include coverage of the following types of fares:
  - sector fares
  - fares incorporating open-dated travel and surface segments
  - fares incorporating non-stop, direct and connecting services
  - fares incorporating intermediate points
  - fares incorporating airport and other taxes
- ***must include*** coverage of the following types ***of calculations and checks***:
  - neutral units of construction (NUA)
  - local currency fares (LCF)
  - global indicators (GI)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- mileage system:
- maximum permitted mileages (MPMs)
- ticketed point mileages (TPMs)
- extra mileage allowance (EMA)
- excess mileage surcharges (EMS)
- higher intermediate points (HIPs)
- one way backhaul checks (BHA)
- circle trip minimum fare checks (CTM).

Calculation of international fare costs may be completed:

- manually
- using a computer.

Taxes may include:

- domestic head tax
- noise tax
- fuel surcharge
- Q surcharge.

Fees may include:

- service fee
- transaction fee
- air itinerary preparation fee
- loyalty program (e.g. frequent flyer) redemption fee
- courier fee
- credit card fee
- communication fee
- flight fuel emissions offset fee ("flying carbon neutral").

Record of calculated airfare may involve use of:

- paper-based or electronically filed materials
- manual format
- linear format.

Unit Sector(s)

Sector Tourism

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL014B Construct promotional international airfares

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost promotional or 'special' international airfares. It requires the ability to interpret airfare information accurately and configure air itineraries which create optimum airfare costs. This unit does not include ticketing which is found in the unit SITTTSL009B Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL013B Construct normal international airfares.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret promotional airfare information.	1.1 Identify and access ***sources of international promotional fare information***.
	1.2 Interpret ***information on international promotional air itineraries***, ***fares and fare rules***.
	1.3 Interpret information on nett fares.
2 Configure air itineraries and cost promotional airfares.	2.1 ***Configure air itinerary to create optimum airfare cost***.
	2.2 Configure international air itineraries, select and ***calculate international promotional fare costs*** with complete accuracy and in accordance with the applicable rules and regulations.
	2.3 Calculate add-on charges, any additional ***taxes***, special ***fees*** and other charges.
	2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
	2.5 ***Record*** full details of the calculated international promotional fare.
5 Minimise waste of printed materials.	5.1 Minimise use of printed materials and maximise electronic fare calculation and filing of all records to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of fare schedules and other airline or consolidator guidelines
- interpretation of rules and conditions applicable to fares
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

regulations, costings and applicable rules and conditions
- numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of airport and airline codes
- role of nett fares
- how to access information on the different types of current international fares and the applicable rules and conditions, especially the most popular and currently available promotional international fares
- how to access information on current airline and IATA regulations
- promotional fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of how to access information on the current range of international airfares and ability to interpret conditions applicable to specific fares • ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares • ability to create practical air itineraries in response to customer needs • ability to calculate promotional international airfares accurately covering a range of different air routes and to meet varying customer requirements • completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations
- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents
- fare construction activities and case studies to assess ability to construct and cost promotional international airfares for different routes and to meet varying customer needs
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of international promotional fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on international promotional air itineraries, fares and fare rules must include:

- airport codes
- airline codes
- fare types and classes
- IATA areas
- global indicators
- international airline terminology
- IATA terminology and definitions
- taxes and surcharges, including:
  - domestic head tax
  - noise tax
  - GST

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- fuel surcharge
- Q surcharge

- general air travel rules and restrictions
- conditions applicable to specific fares, which may include:
  - payment deadline
  - ticketing deadline
  - extensions to ticketing deadline
  - cancellation charges
  - availability of any type of change to the air itinerary
  - availability of changes to class of travel
  - amendment fees
  - baggage allowance
  - excess baggage charges.

Information on international promotional air itineraries, fares and fare rules may include:

- non-stop services
- direct and connecting services
- minimum connecting times
- route maps.

Configure air itinerary must include the following types of fares:

- sector fares
- fares incorporating open dated travel and surface segments
- fares incorporating non-stop, direct and connecting services
- fares incorporating intermediate points
- nett fares
- fares incorporating airport and other taxes.

Airfare cost may be calculated:

- manually
- using a computer.

Calculate international promotional fare costs must include the following types of calculations and checks:

- neutral units of construction (NUA)
- local currency fares (LCF)
- global indicators (GI)
- mileage system:
  - maximum permitted mileages (MPMs)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- ticketed point mileages (TPMs)
- extra mileage allowance (EMA)
- excess mileage surcharges (EMS)
- higher intermediate points (HIPs)
- circle trip minimum fare checks (CTM).

Taxes may include:

- domestic head tax
- noise tax
- fuel surcharge
- Q surcharge.

Fees may include:

- service fee
- transaction fee
- air itinerary preparation fee
- loyalty program (e.g. frequent flyer) redemption fee
- courier fee
- credit card fee
- communication fee
- flight fuel emissions offset fee ("flying carbon neutral").

Record of the calculated airfare may involve use of:

- paper-based or electronically filed materials
- manual format
- linear format.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL015B Construct advanced international airfares

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost fares using advanced international airfare rules and procedures. It requires the ability to accurately interpret airfare information and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in SITTTSL009B Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

SITTTSL013B Construct normal international airfares.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Construct mixed class fares.	1.1 Identify options where mixed class combinations are allowed and appropriate to meet customer needs. 1.2 ***Configure air itineraries*** and calculate mixed class fare costs accurately and in accordance with IATA regulations.
2 Apply minimum checks.	2.1 Apply minimum checks to appropriate itineraries. 2.2 ***Calculate fares*** and document according to IATA procedures.
3 Calculate international pre-paid ticket advices.	3.1 Calculate pre-paid ticket advice for journeys commencing outside the country of sale according to IATA procedures.
4 Apply indirect travel limitation rules.	4.1 Calculate sectorised journeys and side trips with complete accuracy and document according to IATA procedures.
5 Construct round the world journeys.	5.1 Identify situations where round the world fares are appropriate to meet the needs of the customer. 5.2 Accurately calculate fares and apply round the world minimum checks according to IATA procedures.
6 Construct fares for open jaw journeys.	6.1 Identify options where open jaw journeys are allowed and appropriate to meet the needs of the customer. 6.2 Accurately calculate open jaw journey fares according to IATA procedures.
7 Apply the pricing unit concept.	7.1 Divide a single or return fare journey into separate pricing units. 7.2 Calculate the lowest combination of fares for a series of pricing units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT **PERFORMANCE CRITERIA**

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of fare schedules and other airline or consolidator guidelines
- interpretation of rules and conditions applicable to fares
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions
- numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of airport and airline codes
- how to access information on the different types of current international fares and the applicable rules and conditions
- how to access information on current airline and IATA regulations
- advanced fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of how to access information on the current range of international airfares and ability to interpret conditions applicable to specific fares
- ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares
- ability to apply advanced international airfare rules and procedures
- ability to accurately calculate multiple airfares covering range of different air routes, using advanced rules and procedures, and to meet varying customer requirements
- completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations
- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- fare construction activities and case studies to assess ability to apply advanced fare construction principles to different circumstances and customer requirements
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation
- SITTTSL013B Construct normal international airfares
- SITTTSL014B Construct promotional international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Configure air itineraries must include the following types of fares:

- through fares incorporating add-ons
- mixed class fares
- round the world fares
- round, circle and open jaw trips
- fares incorporating intermediate points
- fares incorporating sectorised journeys and side trips
- fares incorporating airport taxes and other surcharges, which may include:
  - domestic head tax
  - noise tax

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- fuel surcharge
- Q surcharge.

Calculate fares must include coverage of the following types of calculations and checks:

- neutral units of construction (NUA)
- local currency fares (LCF)
- global indicators (GI)
- journeys commencing outside the country of sale
- mileage system:
  - maximum permitted mileages (MPMs)
  - ticketed point mileages (TPMs)
  - extra mileage allowance (EMA)
  - excess mileage surcharges (EMS)
- higher intermediate points (HIPs)
- one way backhaul checks (BHA)
- circle trip minimum fare checks (CTM)
- compliance with indirect travel limitations rule
- re-routing.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTTSL016B Administer billing and settlement plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to administer a billing and settlement plan (BSP) for any tourism organisation involved in the sale and ticketing of airfares. It requires the ability to compile all information and documentation for air ticket sales and to lodge and report payments with accuracy.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale and ticketing of domestic and international airfares. It applies to tourism industry sectors and organisations where airfares are sold and ticketed; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

BSP administration would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Report on air travel sales and refunds.	1.1 Compile all information and documentation required for ***BSP reports*** at the appropriate time.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Check documents for accuracy, and identify and report on discrepancies.
	1.3 Complete agency sales reports for the given BSP reporting period.
	1.4 Complete refund notices and refund applications as required.
	1.5 Produce and check BSP reports to include all transaction details.
	1.6 Keep and file documents and reports according to BSP and organisation procedures.
2 Complete billing and settlement reports and payments.	2.1 Reconcile statements according to BSP procedures and adjustment systems.
	2.2 Identify any discrepancies and action according to BSP procedures.
	2.3 Acquire ***BSP documentation*** according to BSP and organisation procedures.
3 Minimise waste of printed materials.	3.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read, interpret and complete BSP reporting documents
- numeracy skills to calculate gross and nett ticket sales, IATA payments and refunds, costs and other reporting figures and to accurately reconcile the BSP return.

The following knowledge must be assessed as part of this unit:

- role of IATA in BSP

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- IATA agency accreditation requirements
- BSP procedures
- BSP reporting timeframes
- BSP documentation
- general understanding of airfares and ticketing.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of BSP procedures and documentation • ability to apply BSP rules and procedures and complete BSP documents within typical workplace time constraints and the reporting deadlines determined by IATA and organisation • ability to complete multiple BSP documents accurately for multiple reporting periods and cover the full range of BSP reporting requirements relevant to the industry sector or organisation.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, publications and software programs currently used in the tourism industry to control the administration of the billing and settlement plan • use of industry-current actual or training facsimile IATA BSP documentation • assessment by or in conjunction with an assessor currently accredited by IATA for BSP.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- written exercises, quizzes and tests of BSP reporting activities
- review of actual or facsimile BSP documents completed by the candidate
- written and oral questioning or interview to test knowledge of rules and procedures applicable to the completion of BSP documents
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL012B Construct domestic airfares
- SITTTSL013B Construct normal international airfares
- SITTTSL014B Construct promotional international airfares
- SITTTSL015B Construct advanced international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

BSP reports may be for:	• domestic travel • international travel.
BSP documentation may include:	• paper-based or electronically transmitted materials • hard copy stocks • documents downloaded from BSP website • sales transmittal • refund notice • refund application • credit card charge forms • traffic document inventory report (TDIR) • BSP billing statement.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF001A Provide venue information and assistance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide visitors with information on the venue's facilities and services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural venues. Provision of information and assistance is often face-to-face but may be by telephone or other remote mechanism. Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work, e.g. animal handlers in a zoo or technicians in a theatre.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and update information.	1.1 Source and access ***information on facilities and services*** available within the organisation according to organisational systems.
	1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organisation.
	1.3 Share information with colleagues to support the efficiency and quality of service.
	1.4 Identify and use ***opportunities to update and maintain facility and service knowledge***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Provide information about services and facilities.	2.1 Proactively identify information and assistance needs of different customers, including those with special needs. 2.2 Provide accurate information in a clear, concise, courteous and culturally appropriate manner. 2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues. 2.4 Consider health and safety requirements when providing information and assistance. 2.5 Promote internal products and services using appropriate customer service skills to contribute to the profitability of business.
3 Seek feedback on services.	3.1 Proactively seek ***feedback*** on services from visitors. 3.2 Observe visitor behaviour to inform future service developments and correctly follow procedures for any formal customer evaluation. 3.3 Provide information on visitor feedback to relevant colleagues.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to interact in a friendly and courteous way with customers
- basic research skills to source information on a predictable range of customer requests
- literacy skills to understand, interpret and orally communicate venue information and promotional material.

The following knowledge must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- sources of information on the organisation's services and facilities
- typical information systems used within the different types of venues open to the general public
- organisation facilities, services and procedures, including for those with special needs, such as parking, exhibits, show times, retail outlets and special events
- available sources of advice and referral
- safety and emergency procedures for visitors, colleagues and self
- sources of venue customers in the relevant industry context
- roles of different departments within different types of venues.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to access appropriate information on services and facilities
- ability to communicate information and assist visitors in a courteous and culturally appropriate manner
- demonstration of skills on multiple occasions or in response to multiple requests to reflect breadth of knowledge and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with others in the provision of information to demonstrate the appropriate interpersonal skills
- use of current venue information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing assistance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	and information • case studies to assess ability to source a range of different types of information for different purposes • written and oral questioning or interview to test knowledge of the sources of information and the role of information systems within the venue • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information on facilities and services may relate to:	• opening hours • access • pricing • ticket sales • cloaking • times of activities or events • direction or location of facilities • retail

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- food and beverages
- facilities for those with special needs
- new activities, events or procedures
- operational changes
- promotional activities.

Opportunities to update and maintain facility and service knowledge may include reference to:

- staff noticeboards
- leaflets and brochures
- team meetings
- internal newsletters
- discussions with colleagues.

Feedback may be:

- formal, including surveys, interviews and structured questioning
- informal, including observation or casual discussion.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF002A Provide a briefing or scripted commentary

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide a briefing or scripted commentary for customers. It requires basic group communication and presentation techniques and the ability to deliver information effectively in a group situation. Often the information would have been prepared or scripted by others.

The unit does not include the skills to develop and present commentaries or activities to the level required by a fully competent guide. Those skills are found in SITTGDE006A Prepare and present tour commentaries or activities and SITTPPD005A Plan and develop interpretive activities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals who need to present information or commentary to a group of people but who do not require the complete suite of presentation, commentary or public speaking skills.

Typically this unit might apply to individuals working in museums, attractions, on aircraft and in any business or community situation where oral communication to a group is required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Present information to group.	1.1 Welcome participants to the ***briefing***, ***information session or tour*** according to organisation procedures.
	1.2 Provide participants with comprehensive, accurate and relevant information, including any special requirements or directions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.3 Outline ***health and safety requirements*** according to organisation procedures and specific restrictions.
	1.4 Prepare participants appropriately for potential ***changes to the environment***.
	1.5 Answer questions in a courteous and friendly manner.
2 Enhance the presentation of information.	2.1 Use communication and presentation techniques to enhance participant experience.
	2.2 Ensure that personal presentation, appearance and grooming are appropriate to the environment.
	2.3 Use positive and welcoming body language.
	2.4 Show cultural and social sensitivity during the presentation.
	2.5 Correctly use relevant technical ***presentation resources***.
3 Liaise with team members.	3.1 Maintain communication and cooperation with other team members and operators to ensure safe and efficient operations.
	3.2 Give correct and accurate signals where appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- presentation and communication skills to present cohesive and audible group presentations and interact effectively with participants
- literacy skills to read and interpret information scripts or other briefing information
- numeracy skills to address required safety considerations, such as not exceeding numbers in a given location.

The following knowledge must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- health and safety requirements for specific events and locations
- emergency procedures for specific events and locations
- basic group presentation techniques, including:
  - voice projection
  - body language
  - tonal variety
- how to tailor language to meet different group needs.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to communicate information clearly to customers • ability to use simple group presentation techniques to enhance briefing or commentary • knowledge of health, safety and emergency procedures relevant to the venue or site • demonstration of skills on multiple occasions.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills through the presentation of a briefing or scripted commentary in an environment where such an event would generally take place, i.e. at a visitor site or within an attraction • use of appropriate equipment to provide the briefing or scripted commentary.
Methods of assessment	Assessment methods must be chosen to ensure that the skills required to conduct a pre-event briefing can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The following examples are appropriate for this unit:

- direct observation of the candidate providing a briefing or scripted commentary
- written or oral questions or interview to test knowledge of OHS issues and requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTVAF003A Operate a ride location.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Briefing**, **information session or tour may be:

- safety briefing
- site familiarisation tour
- shows or entertainment session
- ride
- demonstration
- crowd information session.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Health and safety requirements may relate to:	• dress restrictions • areas that are off-limits • guidance on using equipment • emergency procedures • restrictions on talking or making noise in an area.
Changes to the environment may relate to:	• warning about extraneous noise or other unusual activity • change in temperature, e.g. climate controlled facility • special effects on a tour • possible safety restrictions, e.g. if group entering a high risk area.
Presentation resources may include:	• microphone • loud speaker • video presentation • monitors • actors presenting a scripted show.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF003A Operate a ride location

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of rides.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals, usually called ride attendants, who are responsible for the safe and efficient operation of rides. Rides are operated within attractions or theme parks and sometimes as part of a travelling show or temporary attraction structure.

The unit requires a good knowledge of operational, safety and emergency procedures combined with some problem-solving skills to address typical ride operational problems. A person undertaking this role works under general supervision and applies some individual discretion and judgement to work activities.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and inspect ride location.	1.1 Inspect the ***ride location*** prior to arrival of customers and according to approved ***checklist*** for a specific ride.
	1.2 Check ***general equipment and supplies*** in the ride location to ensure readiness for operation and reorder supplies according to organisation procedures.
	1.3 Check ***safety equipment*** to ensure readiness for operation.
	1.4 Check for cleanliness and standard of presentation, and take remedial action promptly where appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Inspect rides.	2.1 Inspect ***rides*** prior to the arrival of customers according to approved ***checklist***.
	2.2 Note all items accurately according to organisation procedures.
	2.3 Report all discrepancies or irregularities to the appropriate supervisor immediately.
3 Prepare to operate ride.	3.1 Check ***loading procedures*** prior to commencement of the ride according to organisation procedures.
	3.2 Maintain appropriate communication with the ride loader to ensure the ride commences safely.
4 Operate and monitor ride.	4.1 Operate the ride or device according to specifications and organisation requirements and procedures.
	4.2 Continuously monitor operator controls during the operation of the ride.
	4.3 Monitor the overall ride, ride area and rider behaviour and reactions at all times.
	4.4 Take any required action in response to observations made during the ride, and ensure these conform to organisation safety procedures.
	4.5 Action ***emergency procedures*** strictly according to organisation and specific ride procedures.
	4.6 Treat customers in a friendly and courteous manner throughout the ride.
	4.7 Identify ***quality control issues or problems*** during the ride advising the appropriate supervisor for action.
5 Close down ride.	5.1 Commence close-down procedures when all customers have left the ride location.
	5.2 Close-down ride following organisation procedures for the specific ride.
	5.3 Identify defects or deficiencies and promptly report to appropriate supervisor for action.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
6 Close and secure ride.	6.1 Check that all areas of the ride meet organisation guidelines. 6.2 Clean and prepare location and equipment for the next operation. 6.3 Secure the ride location according to organisation procedures.
7 Prepare ride documentation.	7.1 Identify issues and events requiring ***documentation***. 7.2 Make notations accurately and comprehensively according to organisation procedures. 7.3 Complete and distribute accurate documentation within required timeframe, minimising use of printed materials and maximising electronic transmission of documents to reduce negative environmental impacts. 7.4 Forward reports and documentation to the appropriate area within the required timeframe.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to identify and respond to ride operation problems in the context of established procedures
- communication skills to allow for friendly and courteous interaction with customers
- literacy skills to interpret and prepare simple, standard documentation
- numeracy skills to interpret instructions involving numbers correctly.

The following knowledge must be assessed as part of this unit:

- health and safety procedures for specific rides
- emergency procedures for specific rides
- technical and equipment procedures for specific rides
- types of documentation and reports to be completed in ride operations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues
- understanding of the health, safety and emergency issues associated with ride operations
- specific demonstration of all safety procedures
- demonstration of skills across multiple operations of the ride and for an appropriate range of rides (as required by the attraction).

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational ride location
- commercially realistic ratios of customers to candidate to reflect typical workplace conditions.

Methods of assessment

Assessment methods must be chosen to ensure that the skills required to operate a ride location can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate safely operating a ride location
- direct observation of the candidate performing actual or simulated emergency procedures
- review of ride operational reports and checklists prepared or completed by the candidate
- written and oral questioning or interview to test knowledge of OHS issues, equipment features and emergency procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- problem-solving activities to assess ability to respond to various situations during the operation of a ride location, especially emergency aspects
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTVAF002A Provide a briefing or scripted commentary
- SITTVAF004A Load and unload a ride.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Ride location may include:

- perimeter
- walkways
- gates
- queue house
- bridges
- ramps
- fences or barriers
- netting.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Checklist may relate to:	• mechanical components • restraints, seating and harnesses • mounts • couplings and chains • fibreglass and metal • overall structure.
General equipment may include:	• booth area • chairs • water cooler • cleaning equipment • microphone • signage.
Safety equipment may include:	• signage • health and safety restriction signs and monitors • telephone • fire extinguishers • life preservers • safety ropes • communication devices • emergency stop buttons and apparatus relevant to ride.
Rides may be:	• mechanical • computerised • manual • water-based.
Loading procedures may relate to:	• numbers of riders • height of riders • overall physical capacity of riders • placement of riders on the ride (e.g. balance of weight).
Emergency procedures may	• closing down ride • contacting supervisor

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• calling for emergency assistance.
Quality control issues or problems may relate to:	• inappropriate customer behaviour • rider discomfort • any equipment malfunction • negative impact of weather.
Documentation may include:	• paper-based or electronically transmitted materials • safety reports • equipment checklists • incident reports • customer numbers.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF004A Load and unload a ride

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to load and unload passengers safely onto and from a ride and to observe the operation of the ride.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals, often called ride loaders, who undertake the specific function of loading or unloading a ride.

Rides are operated within attractions or theme parks and sometimes as part of a travelling show or temporary attraction.

The unit requires a good knowledge of safe ride loading procedures and an ability to strictly follow those procedures. A person undertaking this role works under direct supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Load the ride.	1.1 Perform ***loading procedures*** correctly, safely, promptly and according to organisation requirements and procedures.
	1.2 Load ***ride*** to the maximum number of persons approved to ride.
	1.3 Check that all riders are secured according to requirement of the ride.
	1.4 Advise all riders to secure any articles that may come loose while riding.
	1.5 Treat all customers in a courteous and friendly manner during loading.
	1.6 Check all load requirements prior to the start of the ride.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Observe the ride.	2.1 Continuously observe the ride according to safety procedures. 2.2 Identify ***quality control issues or problems*** during the ride advising appropriate supervisor immediately for action.
3 Unload the ride.	3.1 Ensure the ride is fully completed before unloading. 3.2 Follow unloading procedures correctly, safely, promptly and according to organisation requirements and procedures. 3.3 Unload customers in a courteous and friendly manner.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to identify problems within a defined range and report appropriately
- communication skills to allow for friendly and courteous interaction with customers
- literacy skills to interpret basic procedural documentation
- numeracy skills to count accurately, and compare numbers or riders against capacity.

The following knowledge must be assessed as part of this unit:

- health and safety procedures in relation to loading and unloading rides
- emergency procedures for specific rides
- specific ride instructions.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to consistently follow procedures in loading and unloading rides to ensure safety of customers and colleagues
- understanding of the health, safety and emergency issues associated with ride operations
- demonstration of skills across multiple operations of the ride and for an appropriate range of rides (as required by attraction)
- specific demonstration of safety procedures
- completion of loading and unloading rides within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational ride location
- commercially realistic ratios of customers to candidates to reflect typical workplace conditions.

Methods of assessment

Assessment methods must be chosen to ensure that the skills required to load and unload a ride can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate safely loading and unloading a ride
- direct observation of the candidate performing actual or simulated emergency procedures
- written and oral questioning or interview to test knowledge of OHS issues, equipment features and capacity limitations
- problem-solving activities to assess ability to respond to various situations during the loading and unloading of a ride location, especially emergency aspects
- review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Loading procedures may relate to:	• numbers of riders • height of riders • overall physical capacity of riders • placement of riders on the ride (e.g. balance of weight).
Ride may be:	• mechanical • computerised • manual • water-based • part of a show.
Quality control issues or problems may relate to:	• inappropriate customer behaviour • rider discomfort

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- any equipment malfunction
- negative impact of weather.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITTVAF005B Operate a games location

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of a games area.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals working in a games area, usually in the context of an attraction or theme park although it may also apply to other games locations, such as those found in clubs and casinos.

The unit requires a good knowledge of operational, safety and games maintenance procedures combined with some problem-solving skills to address typical games problems. A person undertaking this role works under general supervision and applies some individual discretion and judgement to work activities.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare games location for customers.	1.1 Check ***games*** location for cleanliness, safety and security according to organisation policy and procedures.
	1.2 Check and prepare ***equipment and supplies*** for operation.
	1.3 Organise relevant ***signage and displays***.
	1.4 Check stock supplies and reorder required items according to organisation procedures.
	1.5 Inspect each game according to organisation procedures and report faults to relevant supervisor.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Conduct games operations.	2.1 Apply correct rules and regulations during games. 2.2 Answer customer questions on games correctly and courteously. 2.3 Record all prizes given for data analysis and stocktake purposes according to organisation procedures. 2.4 Maintain cleanliness of games location at all times. 2.5 Take payment for participation in the game and tender correct change.
3 Monitor customers and crowd.	3.1 Monitor crowd size and ensure that maximum numbers are not exceeded. 3.2 Monitor customer behaviour to ensure a safe and pleasant environment for all customers. 3.3 Firmly but courteously request customers to change inappropriate behaviour. 3.4 Request assistance from supervisor or security personnel as appropriate.
4 Clean and maintain games.	4.1 Inspect and clean games according to relevant schedules and procedures. 4.2 Identify game faults promptly. 4.3 Make simple repairs with minimum disruption to customers according to manufacturer instructions and organisation policy. 4.4 Report faults immediately to appropriate personnel and put games out of order where necessary. 4.5 Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts.
5 Close down games location.	5.1 Close down the game location according to organisation procedures and manufacturer instructions. 5.2 Secure resources, equipment and stock according to organisation policy and procedures. 5.3 Clean and prepare area for next day's operation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
6 Complete reports and documentation.	6.1 Produce tallied data records and other ***documentation*** according to organisation requirements within required timeframe.
	6.2 Forward reports to the appropriate area within the required timeframe minimising use of printed materials and maximising electronic transmission of all documents to reduce negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to make simple repairs to games equipment
- cleaning techniques for games locations and equipment
- problem-solving skills to address typical operational problems in a games location
- communication skills to interact politely and appropriately with customers
- literacy skills to interpret and complete standard documents and reports
- numeracy skills to work with numerical games, to tally data reports and to calculate the dilution requirements for cleaning products.

The following knowledge must be assessed as part of this unit:

- security procedures in relation to games operations
- record keeping and documentation procedures for games
- individual game operations and rules
- health and safety requirements as they apply to games operations
- the environmental impacts of cleaning games locations and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste from games locations and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to apply games operations procedures, including set up, inspection, cleaning and maintenance
- conduct of actual games and close down of games areas
- ability to complete games operation documentation accurately
- demonstration of skills during a complete shift or operational period.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational games location during a complete shift or operational period
- commercially realistic ratios of customers to candidates to reflect typical workplace conditions.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

Assessment methods must be chosen to ensure that the skills required to operate a games location can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate completing duties within a games location
- direct observation of the candidate making simple repairs
- review of operational reports and checklists prepared and completed by the candidate
- written and oral questioning or interview to test knowledge of OHS issues and requirements, and rules

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	of the games • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Games may be:	• computerised • manual • coin-operated • group • individual • pay per use • included in entry.
Equipment and supplies may include:	• prizes • other promotional material • game components • administrative supplies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• maintenance items.
Signage and displays may include:	• prizes • games rules • promotional offers • directional signage.
Documentation may include:	• paper-based or electronically transmitted materials • participant numbers • incident reports • equipment checklists • safety checklists.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM001A Perform office procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to complete a range of routine office procedures and activities, including writing simple correspondence.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

It does not cover specific financial skills which are found in other units such as SITXFIN001A Process financial transactions. Development of more complex documents and correspondence is covered in SITXADM003A Write business documents.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to perform office procedures. For some it may be a key aspect of their job (e.g. for those working in an office environment) and for others an occasional task (e.g. for those working in a stock control environment or kitchen).

All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Process office documents.	1.1 Process ***office documents*** according to organisation procedures and within designated timelines.
	1.2 Use ***office equipment*** safely and correctly to ***process documents***.
	1.3 Identify, rectify or report office equipment malfunctions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	promptly and according to organisation procedures.
2 Draft written communication.	2.1 Select appropriate format and style for ***correspondence*** according to purpose, audience and situation.
	2.2 Draft documents according to organisation formats and protocols.
	2.3 Use clear and concise language appropriate to purpose, audience and situation.
	2.4 Use correct spelling, punctuation and grammar to ensure understanding by receiver.
	2.5 Check information for accuracy prior to sending.
3 Maintain document systems.	3.1 File or store documents according to organisation security procedures.
	3.2 Modify and update reference and index systems according to organisation procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to convey meaning clearly and concisely
- basic literacy and written communication skills to produce workplace documentation and correspondence
- basic numeracy skills to do simple clerical tasks and count.

The following knowledge must be assessed as part of this unit:

- organisation practices and procedures for preparing and processing documents
- layout, format and features of typical business documents and alternative formats for special needs groups, such as large print
- features and usage of typical office equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- safe work practices for using office equipment and any related chemicals.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to draft multiple pieces of clear, concise and correct written communication, with different purposes, appropriate to the audience and situation
- ability to process a range of office documentation accurately and undertake a range of office tasks using different equipment ideally across a complete shift or operating period to address a range of office tasks
- completion of office administrative activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped office environment using appropriate computers, printers and other office equipment such as facsimile machines, photocopiers and software programs currently used in the tourism and hospitality industries to assist with administrative functions.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to perform office procedures. The following examples are appropriate for this unit:

- review of documents processed or produced by the candidate
- project to develop a portfolio of documentation or correspondence associated with a particular job, event or project

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- questions to evaluate selection of appropriate type and format of correspondence for particular audiences, purposes and situations
- observation of candidate's safe and correct usage of office equipment
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM004A Communicate on the telephone
- BSBCMN205B Use business technology.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Office documents to be processed may include:

- guest mail
- customer records
- incoming and outgoing correspondence
- files
- letters
- facsimiles

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- memos
- reports
- menus
- banquet orders
- financial records
- invoices
- receipts.

Office equipment may include:

- photocopiers
- facsimiles
- computers
- paging equipment
- calculators
- audio-transcribing machines
- telephone answering machines.

Processing of documents may include:

- recording sent or received documents
- filing, including electronic filing
- mailing, including bulk mailing
- photocopying
- faxing
- emailing
- collating
- binding.

Correspondence to be drafted must include a selection from each of the following:

- letters
- emails
- faxes
- memos.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Administration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM002A Source and present information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified need.

The development and presentation of more complex or strategic reports is covered in SITXADM003A Write business documents. Complex market research for the development of products is covered by the range of Planning and Product Development units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

Frontline operational personnel who work with some level of autonomy or under limited supervision and guidance from others would be responsible for sourcing and presenting information. They are likely to be responding to a request to source and present specific information to meet a given business need. The research and information required is likely to be of minimal complexity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Find information.	1.1 Identify a range of current and accurate information sources appropriate to the ***information to be sourced***.
	1.2 Access a range of ***information sources*** and assess for relevance and applicability.
	1.3 Obtain information within designated timelines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Prepare and present information.	2.1 Review information and select content to suit the specific need. 2.2 Draft text if required, including all appropriate information. 2.3 Express information within the draft text clearly, concisely and accurately. 2.4 Present information according to organisation guidelines and in a format appropriate to the circumstances. 2.5 Deliver information to the appropriate person within designated timelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills, encompassing:
  - identifying sources of required information, such as internet and industry journals
  - questioning and active listening skills to elicit information
  - note taking
  - sorting and processing information
- written and oral communication skills for conveying information clearly and concisely.

The following knowledge must be assessed as part of this unit:

- types of information resources available for a range of topics and how to access them
- methods of presenting information in a logical sequence and of an appropriate depth
- alternative presentation formats for special needs groups, such as large print
- organisational policies and procedures that relate to the presentation of information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to find and review current and correct information on various topics related to the particular information need
- ability to present information in a logical, well-organised and appropriate manner
- sourcing and providing information within typical workplace time constraints that meet determined deadlines.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing and presenting information
- access to and use of current information and data
- access to policies and procedures that relate to the sourcing and presentation of information.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to source and present information. The following examples are appropriate for this unit:

- project to research a work-related topic and deliver the information sourced in a brief written presentation
- simple report with recommendations on a prospective product to be purchased
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- SITHIND001B Develop and update hospitality industry knowledge
- SITTIND001B Develop and update tourism industry knowledge
- SITXADM001A Perform office procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information to be sourced may include:

- information from product suppliers, e.g. for sourcing a new supplier or product
- information from other departments in the organisation, e.g. about available products or services
- customer service research, e.g. getting feedback from customers about a particular product or service
- product and service styles that would meet certain customer and market requirements
- availability of training courses
- information on new workplace systems or equipment.

Information sources may include:

- other colleagues and personnel
- product suppliers
- general and trade media

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- trade shows and exhibitions
- industry associations
- industry marketing or research bodies
- customer feedback
- lectures and presentations
- could be print-based or electronic, including:
  - reference books
  - internet.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Administration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM003A Write business documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and produce a range of business documents expressing complex ideas and requiring varying and complex formats, e.g. formal reports.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Basic written communication skills are covered in SITXADM001A Perform office procedures, and basic research and presentation skills are covered in SITXADM002A Source and present information.

Application of the Unit

Application of the unit

This unit describes a complex administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

The business documents described by this unit are complex in nature and their preparation would require significant research. These documents would include such things as formal reports, tender submissions, complex letters, and business and operational plans. These types of documents require formal presentation and clear expression of complex concepts.

Senior tourism and hospitality operational personnel, supervisors and managers who operate autonomously and who may have responsibility for others are involved in the development of these complex business documents.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine document requirements.	1.1 In consultation with relevant others, clearly define the ***business document*** requirements, including purpose, ***audience***, format, style, content and scope.
	1.2 Obtain ***specialist assistance*** where appropriate and within

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	budget parameters.
2 Conduct research.	2.1 Conduct ***research*** according to the requirements of the document, using formal and informal data collection methods as appropriate.
	2.2 Analyse and assess data for relevance prior to incorporation into document, identifying key issues.
3 Prepare document.	3.1 Develop the document using a suitable format, structure and style according to document purpose and organisation requirements.
	3.2 Select and use appropriate ***technology*** and software to suit the requirements.
	3.3 Use a range of ***document presentation*** and ***graphic techniques*** to enhance impact and effectiveness of the information presented.
	3.4 Use language and style appropriate to the document and intended audience, ensuring clarity of information and ease of reading.
	3.5 Make recommendations for action where appropriate.
	3.6 Review and check the document prior to finalisation to ensure it is accurate in content, free from spelling and typing errors, and meets all requirements.
	3.7 Adjust where necessary, and seek advice or comment from relevant others where appropriate.
	3.8 Publish the document in a format and style appropriate to the intended audience and purpose, and according to organisation guidelines.
4 Follow up document.	4.1 Present and circulate document for comment as required.
	4.2 Respond to any feedback and comments received, and adjust document where required.
	4.3 Submit document to relevant persons as appropriate.
	4.4 Maintain and file copies of all documents within a secure and ordered system and according to organisation practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills, including academic research conventions and accessing research outside the immediate experience and expertise of the individual
- critical thinking skills to allow for interpretation and rational and logical analysis of all research information collected, including input from colleagues and external specialists
- communication skills to obtain specialist assistance and to seek and provide feedback
- high-level written communication skills to express and explain varied and complex issues in business documents
- proofreading and editing skills.

The following knowledge must be assessed as part of this unit:

- current business practices related to preparing and presenting documents, including report formats, structures and styles for commonly-used business documents
- organisation policies or guidelines and requirements for document design
- design, layout and graphic presentation techniques for business documents, including alternative presentation formats for special needs groups, such as large print.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • preparation and presentation of written documents that express ideas and concepts clearly, concisely and correctly • ability to adapt tone, format, style and language to suit purpose and audience

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- preparation of multiple business documents covering complex issues and addressing different communication needs
- preparation of a suitable range of business documents which could include reports, newsletters, submissions, proposals, project reviews, tenders, and business and operational plans
- development of business documents within typical workplace time constraints that meet determined deadlines.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in preparing and presenting business documents
- use of current technology for document preparation
- access to organisation policies, guidelines or requirements for document structure and design.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to prepare business documents. The following examples are appropriate for this unit:

- evaluation of a variety of documents produced by the candidate
- case studies to determine requirements and develop document formats or outlines for varying purposes and audiences
- review of research conducted by candidate for a particular project, including research methodology and selection and organisation of material
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXADM004A Plan and manage meetings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- SITXCOM005A Make presentations
- SITXMGT002A Develop and implement operational plans
- SITXMGT003A Manage projects
- SITXMGT004A Develop and implement a business plan
- SITXMPR001A Coordinate production of brochures and marketing materials
- SITXMPR005A Develop and manage marketing strategies.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Business documents may include:

- reports
- newsletters
- submissions
- proposals
- project reviews
- web pages
- client databases
- tenders
- complex letters

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- project briefs
- business and operational plans.

Audience may include:

- colleagues
- customers
- clients
- suppliers
- government or business personnel
- legal or professional bodies
- general public.

Specialist assistance may be sought for:

- facts and information
- instructions
- formats and designs
- legal or financial advice
- further sources of information and specialist advice.

Research may include:

- formal and informal
- primary and secondary sources
- interviews and focus groups
- conferences and seminars
- library research
- statistics, reports and other business or government documents
- internet search
- review of catalogues, brochures and industry journals
- market research, such as surveys and questionnaires.

Technology and software may include:

- computers
- modems
- scanners
- photocopiers
- printers
- word processing
- graphic design.

Document presentation

- font size and style

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

techniques may include:	• headings • layout • use of space • use of bullet lists, numbers and other graphic devices • pagination • use of tables of content, divider sheets, footnotes, endnotes, referencing, appendices and other literary conventions • use of organisation stationery • type of binding, e.g. ring binder, spiral bound, wire bound, stapled or clipped • covers and coversheets • paper type and weight • logos, copyright information, etc.
Graphic techniques may include:	• photographs • drawings • maps • diagrams • illustrations • cartoons • graphs and charts.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Administration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXADM004A Plan and manage meetings

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and conduct structured meetings involving multiple participants. It requires the ability to write and distribute agendas, chair meetings and write minutes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a complex administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

The meetings described by this unit are formal in nature and would follow general meeting protocols. Meetings may be convened for a number of reasons in the tourism and hospitality industries. They may be formal board, committee or annual general meetings or meetings requiring a lesser degree of formality, such as project meetings or event management meetings.

Senior tourism and hospitality supervisors and managers who operate autonomously and have responsibility for others are involved in the planning and management of meetings.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and prepare for meetings.	1.1 Identify the need for ***meetings*** and who should attend.
	1.2 Decide on style of meeting and required level of formality according to meeting purpose, occasion, nature of participants and organisation procedures.
	1.3 Make arrangements for meeting according to organisational requirements and within designated timelines, including provision for people with special needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Develop an agenda that reflects meeting purpose.
	1.5 Research or obtain information on agenda items to enable informed discussion at the meeting.
	1.6 Prepare meeting papers and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes.
2 Conduct meetings.	2.1 Chair meetings according to organisation procedures and meeting protocols.
	2.2 Encourage open and constructive communication by using appropriate interpersonal and communication styles.
	2.3 Reach agreement with meeting participants on meeting goals and conduct.
	2.4 Present information and ideas clearly and concisely.
	2.5 Give all participants the opportunity to contribute.
	2.6 Manage meetings to maintain focus on agreed goals.
	2.7 Conduct meetings within agreed times, or adjust times with the agreement of participants.
	2.8 Record minutes of meetings where appropriate.
3 Debrief and follow up meetings.	3.1 Process and distribute ***documentation from meetings***.
	3.2 Inform colleagues regarding the outcomes of meetings.
	3.3 Incorporate work resulting from meetings into the current work schedule, with tasks prioritised and actioned as appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- meeting management and chairing skills, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- active listening
- questioning
- conflict management
- time keeping
- oral communication skills specific to the conduct of meetings, including presentation skills
- written communication skills specific to writing agendas, supporting notes and minutes
- summarising and minute taking.

The following knowledge must be assessed as part of this unit:

- different types and formats of meetings, including general awareness of procedures for formal meetings
- standard procedures for formal meetings, including:
  - agenda format and order
  - types of seating arrangements
  - meeting terminology
  - minutes
  - role of chairperson and other office bearers
- group dynamics.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show the candidate's ability to plan for and conduct effective and structured meetings using appropriate procedures, protocols and documentation • ability to use effective communication skills in the conduct of meetings.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- management of a meeting in a meeting facility appropriate to size and style of meeting
- involvement of multiple meeting participants
- use of agendas, minutes and other supporting documentation relevant to subject matter of the meeting.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and manage meetings. The following examples are appropriate for this unit:

- direct observation of a meeting chaired by the candidate
- review of agendas, minutes and supporting documentation prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM003A Deal with conflict situations
- SITXHRM005A Lead and manage people
- SITXMGT002A Develop and implement operational plans
- SITXMGT003A Manage projects.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Meetings may include:

- one-off
- regular
- teleconferences
- videoconferences
- committee meetings
- board meetings
- annual general meetings
- project management meetings
- formal staff meetings.

Documentation from meetings must include:

- agendas
- minutes.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Administration

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS001B Provide visitor information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide visitors with general information about a local area.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural sectors who routinely respond to requests for general visitor information.

The unit reflects a context where information provision is fairly general in nature or where it is not the primary job role. For example, this unit might apply to individuals working in restaurants, hotels, wineries, attractions and entertainment venues, or to a volunteer in a visitor information centre who may not be expected to respond to requests for more complex or detailed Australian destination information. It might also include information on the venue in which the person works, e.g. products and services within a large theme park, attraction, cultural venue, winery or resort complex. The unit SITTTSL004A Source and provide Australian destination information and advice, is more relevant to people working in jobs where the provision of destination information is a primary focus, e.g. travel consultants and visitor information officers.

A person undertaking this role works under supervision and guidance from others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and update visitor information.	1.1 Identify and access appropriate ***sources of visitor information***.
	1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organisation.
	1.3 Share information with colleagues to support the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	efficiency and quality of service.
	1.4 Identify and use opportunities to update and maintain local knowledge.
2 Provide information.	2.1 Proactively identify information and assistance needs of different customers, including those with special needs.
	2.2 Provide accurate and unbiased information in a clear, concise, courteous and ***culturally appropriate manner***.
	2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues.
	2.4 Consider health and safety requirements when providing information and assistance.
	2.5 Promote ***internal products and services*** using appropriate customer service skills.
3 Seek feedback on services.	3.1 Proactively seek feedback on services from visitors.
	3.2 Observe visitor behaviour to inform future service developments and correctly follow procedures for any formal customer evaluation.
	3.3 Provide information on visitor feedback to relevant colleagues.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to interact in a friendly and courteous way with customers
- basic research skills to source information on a predictable range of customer requests
- literacy skills to understand, interpret and orally communicate local information and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

promotional material.

The following knowledge must be assessed as part of this unit:

- sources of information for organisation and local area knowledge
- general knowledge of organisation, local attractions and events, transport options and general visitor facilities, including shopping, currency exchanges, post offices, banks and emergency services (the focus of this knowledge will vary according to organisational needs)
- understanding of the need to provide advice in an unbiased and ethical manner
- available sources of advice and referral for more complex requests
- safety and emergency procedures for visitors, colleagues and self
- sources of customers in the relevant industry context.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to source accurate and current information on the local area • general knowledge of the local area sufficient to answer commonly asked customer questions relevant to job role • demonstration of skills on multiple occasions or in response to multiple requests reflecting breadth of knowledge and ability to respond to different situations.
Context of and specific resources for assessment	Assessment must ensure: • interaction with others in the provision of information to demonstrate appropriate interpersonal skills • use of current local area information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to research visitor information for the organisation or local area
- direct observation of the candidate using local knowledge to answer customer questions
- oral or written questions to assess knowledge of local information and information sources
- role-play to provide information for variety of different customers
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Sources of visitor information may include:

- brochures
- timetables
- local visitor guides
- library and local council
- local people including local identities with specialised knowledge
- winemakers and other wine experts
- organisation information
- room directories
- maps

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• internet.
Visitor information must include:	• organisation-specific information • local transport options • local attractions and events • general visitor facilities, including shopping locations, currency exchanges, post offices, banks and emergency services • specific shopping details, including local markets • accommodation options • restaurants, cafes and other dining venues • other facilities and services such as hairdressers, dentists and travel agencies • theatres and entertainment venues • sporting facilities • tours, local outings and trips • travelling routes • weather conditions.
Opportunities to update and maintain local knowledge may include:	• talking and listening to colleagues and customers • participating in local familiarisation tours • visiting the local information centre • personal observation or exploration • watching television, videos and films • listening to radio • reading local newspapers, staff noticeboards, leaflets, brochures and internal newsletters • attending team meetings.
Culturally appropriate manner may involve:	• using gestures • using simple words in English or other person's language • providing written material • avoiding eye contact • providing information in different formats to suit the individual.
Internal products and services	• restaurant products

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may include:

- accommodation
- products made by the organisation (e.g. wine, food)
- tours
- general retail products (e.g. souvenirs).

Unit Sector(s)

Sector Cross Sector

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS002A Provide quality customer service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations, ascertain changes in customer preferences, establish rapport, deal with complaints and difficult service situations, use opportunities for promoting and up-selling, apply knowledge of protocol and ritual for particular types of industry sectors and organisations, and systematically manage a clientele through rewards systems, databases, etc.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit builds on the skills addressed in other units dealing with customer service and communication, such as SITXCOM001A Work with colleagues and customers.

Application of the Unit

Application of the unit

This unit describes a high-level customer service skill for those working within the service industries and applies to the full range of tourism and hospitality, retail and personal services, and sport and recreation industry sectors and environments, including those involved in food and beverage service, housekeeping, front office and hairdressing.

It applies to those who deal with customers and whose job includes the opportunity to provide a quality customer service experience. Senior operational personnel or supervisors and managers who operate autonomously are involved in providing this service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Develop and maintain product, service and market knowledge.	1.1 Identify opportunities and use ***formal and informal research*** to develop and maintain knowledge of products and services.
	1.2 Use customer feedback and workplace observation to evaluate ***products***, ***services and promotional initiatives*** and identify changes in ***customer preferences***, ***needs and expectations***.
	1.3 Share market, ***product and service knowledge*** obtained with colleagues to enhance the effectiveness of the team.
	1.4 Suggest ideas to appropriate person for product and service adjustments to meet customer needs for future planning according to organisation policy.
2 Provide a quality service experience to customers.	2.1 Determine and clarify customer preferences, needs and expectations.
	2.2 Offer accurate information about appropriate products and services to customers to meet their needs and expectations.
	2.3 Anticipate customer preferences, needs and expectations throughout the service experience and provide products and services in a timely manner, appropriate to individual needs and preferences, and according to organisation standards.
	2.4 Offer possible extras and add-ons appropriately and provide personalised and additional services and products where appropriate.
	2.5 Proactively ***promote products and services*** at appropriate opportunities according to current organisation goals and promotional focus and employ ***selling techniques*** appropriately to encourage usage and purchase.
	2.6 Identify problems in products and services and take action immediately to address them and/or notify management.
	2.7 Liaise with team members to ensure timely and efficient service.
	2.8 Share information with other team members and relevant persons to ensure efficient service and timely and smooth workflow.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Deal with complaints and difficult customer service situations.	3.1 Use questioning techniques to establish and agree on the nature, possible cause and details of the ***complaint or difficult customer service situation*** with the customer and assess the impact on the customer of the situation. 3.2 Use ***communication techniques*** to assist in the management of the complaint and handle the situation sensitively, courteously and discreetly. 3.3 Take responsibility for finding a solution to the complaint within the scope of individual responsibility. 3.4 Determine possible options to resolve the complaint and promptly analyse and decide on the best solution, taking into account any ***organisation constraints***. 3.5 Take appropriate action swiftly to resolve the complaint and prevent escalation, in agreement with customer and to the customer's satisfaction. 3.6 Where appropriate, use techniques to turn complaints into opportunities to demonstrate high quality customer service. 3.7 Provide feedback on complaints to appropriate personnel in order to avoid future occurrence. 3.8 Reflect on and evaluate complaint and solution to enhance response to future complaints or difficult service situations.
4 Manage and use information about clients and customers.	4.1 Determine and record ***customer information*** where appropriate to provide personalised service. 4.2 Develop and maintain knowledge of organisation ***promotional initiatives*** and implement where appropriate. 4.3 Proactively provide enhanced products and services to clients and customers based on client information.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- communication skills to source information and determine customer needs and preferences through observation, questioning and active listening
- appropriate personal presentation and use of non-verbal communication
- selection and use of appropriate communication medium, including email and telephone and appropriate tone and style for different purposes and target audience
- formal and informal research skills
- conflict resolution techniques
- managing own work tasks, timing and workflow
- problem-solving techniques to deal with contingencies, difficult service situations and customer complaints.

The following knowledge must be assessed as part of this unit:

- any legal issues that impact on the sale of products and services
- in-depth knowledge of organisation products and services
- general knowledge of the market for different types of products and services
- different stated and unstated customer preferences and needs, and ways of meeting requirements
- protocols, service rituals, and service culture and expectations in relevant industry context
- expectations of socially and culturally diverse customers
- role of frontline staff in maximising business performance through effective up-selling and promotion
- ways in which different services present and promote products
- client management and reward systems, such as customer databases, promotions and loyalty programs.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • ability to provide a total quality service experience • knowledge of different customer preferences and ways

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit

to meet both stated and unstated requirements
- ability to use selling techniques to promote products and services within a specific tourism or hospitality context
- ability to handle and resolve complaints and difficult customer service situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills while undertaking normal job tasks, e.g. up-selling while providing food and beverage service, promoting the hotel or park restaurant while at reception, advising guests of special features or events while issuing tickets to a theme park or other attraction, or promoting through the development of menus, specials or other special products or services
- work activities that allow interaction with multiple and diverse customer types to allow the candidate to respond to a range of requirements and customer service situations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing service to customers
- oral or written questions to determine product and service knowledge
- case studies to test knowledge of appropriate products and services for different contexts, customers and situations
- role-plays in which the candidate promotes products and services and demonstrates up-selling techniques
- projects to develop menus, promotional ideas or suggestions for a particular product or service
- project to research customer preferences for a particular organisation or context
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: • SITXCOM002 Work in a socially diverse environment • SITXCOM003A Deal with conflict situations.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Formal and informal research may include:	• discussions with colleagues • reading organisation information • research of product and service information brochures • general media • membership of industry associations and networks • attendance at conferences, trade shows and industry events • distributing surveys and questionnaires.
Products, services and promotional initiatives may include:	• tours and transport • conferences and conventions • function facilities • entertainment • shopping services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- restaurant facilities
- food and beverage
- add-on services
- special offers or packages.

Customer preferences, needs and expectations:

- may be determined by:
  - active listening
  - questioning
  - observation
  - recognition of non-verbal signs
- may be related to:
  - age
  - gender
  - social and cultural characteristics
  - prior knowledge
  - special needs
- may include:
  - friendliness
  - courtesy
  - value for money
  - prompt or timely service
  - assistance
  - empathy and support
  - comfort
  - new experience
  - basic needs for food, shelter, transport or other services.

Product and service knowledge may relate to:

- general features
- special features
- benefits
- disadvantages
- price
- special offers
- availability
- how to purchase or order.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Promoting products and services may include:	• displays • promotions • special offers and deals • menus and specials • word of mouth • up-selling.
Selling techniques include up-selling and suggestive selling and may involve:	• serving • helping • advising • building rapport with customers • arousing interest.
Complaints or difficult customer service situations may include:	• problems or faults with the service or product • delays or poor timing of product or service supply • misunderstandings or communication barriers • difficult or demanding customers • customers with different or special needs or expectations • escalated complaints.
Communication techniques may include:	• listening and active listening • asking questions to gain information, clarify ambiguities and adequately understand requirements • rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood • empathising with the customer's situation while upholding organisation policy • non-verbal communication and recognition of non-verbal signs • using communication techniques appropriate to different social and cultural groups • ability to speak clearly, be understood and use appropriate language, style and tone.
Organisation constraints may include:	• feasibility • costs and budgets • policy and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• job role and responsibility.
Customer information may include:	• names • preferences and expectations such as favourite products, rooms, additional requirements and special needs • details of products and services experienced • comments and feedback provided.
Promotional initiatives may include:	• reward systems and loyalty programs • promotions and specials • online promotions.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS003A Manage quality customer service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage customer service quality in a range of service industry workplaces. It requires the ability to develop and monitor management strategies to enhance and oversee the delivery of quality customer service.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for managing and improving service quality in the service industries. It focuses on the need to research and develop proactive approaches to service quality issues with some strategic and leadership focus.

Depending on size and nature of the organisation, managers and some supervisors undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop approaches to enhance quality customer service.	1.1 Obtain information on customer needs, expectations and satisfaction levels using both ***formal and informal research***.
	1.2 Provide opportunities for customers and colleagues to provide feedback on products and services.
	1.3 Review ***changes in internal and external environments*** and integrate findings into planning for quality service.
	1.4 Provide opportunities for colleagues to participate in the customer service planning process.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Develop standards and plans to address key quality service issues.
2 Manage the delivery of quality service.	2.1 Communicate ***customer service issues***, ***standards*** and expectations clearly to colleagues.
	2.2 Provide colleagues with access to information on service standards and delivery.
	2.3 Use coaching to assist colleagues to deal with customer service issues and take responsibility for service outcomes.
	2.4 Monitor ***customer service*** in the workplace according to organisation policies and procedures to ensure standards are met.
3 Monitor and adjust customer service.	3.1 Seek feedback from customers on an ongoing basis and use this to improve performance where applicable.
	3.2 Identify customer service problems and make adjustments to standards, systems and procedures to ensure continued service quality.
	3.3 Communicate new approaches to all those involved in service delivery within appropriate timeframes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to provide support and coaching to a customer service team
- critical thinking and problem-solving skills to assess the need for, and make systemic improvements to address, service quality issues
- literacy skills to interpret complex information from varied sources and to develop documents that detail service standards, systems and procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- roles and responsibilities of management in ensuring quality service within an organisation
- concepts of total quality service and total quality management and their application in a given industry context
- role of continuous improvement and benchmarking
- methods of implementing quality assurance in the workplace, including:
  - establishing and monitoring standards
  - staff involvement and reward
  - evaluating customer service
- overview of the range of market research techniques used to gain information on customer preferences
- legislation that impacts on customer service standards and delivery, including relevant requirements under state fair trading legislation
- industry schemes that impact on customer service standards and delivery, such as accreditation schemes and codes of conduct.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to develop proactive approaches to delivering and monitoring quality customer service within a specific workplace context • knowledge of quality service principles and processes • demonstration of skills through the establishment, monitoring and evaluation of service delivery in a workplace context (e.g. managing an event or running a tour).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a project or workplace where the candidate is able to demonstrate the full range of required skills
- involvement of and interaction with a team for which the candidate is leader.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of industry projects managed by the candidate to enhance service delivery in a given operation
- evaluation of projects managed by the candidate to create, market and deliver a tourism or hospitality service
- case studies to address specific service delivery issues in different workplace contexts
- oral or written questions to assess knowledge of quality assurance concepts and principles
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Formal and informal research on customer needs may include:

- talking to customers
- qualitative or quantitative research
- seeking feedback from service delivery colleagues
- analysis of competitive environment
- analysis of industry and market trends.

Changes in internal and external environments affecting quality service planning may include:

- management changes
- organisational restructures
- introduction of new equipment
- recruitment practices
- technological changes affecting service delivery
- changes in the competitive environment
- economic climate
- trends in customer preferences
- introduction of e-business.

Customer service issues and standards may relate to:

- response times
- service guarantees
- pricing guarantees
- product quality
- document presentation standards
- personal presentation standards
- complaint management.

Customer service may be provided in various modes, including:

- face-to-face
- online
- by telephone
- email or written communication.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS004A Provide club reception services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide reception services within a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all types of licensed club venues, such as sporting clubs, entertainment clubs, social clubs, workers' clubs and Returned and Services League (RSL) clubs.

Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing club reception services. They would require considerable product knowledge of all aspects of the club venue and could apply discretion and judgement within predefined organisational reception service procedures. Common job roles would include club receptionist, front desk receptionist and doorperson.

Club membership conditions, club rules, and dress and age regulations will vary according to the particular club and state or territory legislative requirements. It is critical that assessment is contextualised to meet the requirements of the specific state or territory legislation and the particular needs of the organisation and job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide information on club services and	1.1 Provide advice and information on ***club services and facilities*** to customers and club members as required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
process memberships.	1.2 Explain club membership and club rules clearly, correctly and politely to the public and to members. 1.3 Clearly explain membership application forms to applicants and assist them to complete forms if required. 1.4 Issue correct membership badges or cards. 1.5 Check membership records to verify membership. 1.6 Use ***club reception technology*** to assist with the provision of services to members.
2 Monitor entry to club.	2.1 Check membership badges or cards upon entry to the club. 2.2 Assist guests to sign in according to government and organisation requirements. 2.3 Check that members and guests comply with dress and age regulations, according to organisation policy. 2.4 In a polite manner, inform members and guests who do not comply with dress regulations that entry is not permitted. 2.5 Refer disputes over club entry to security, supervisor or other relevant person according to organisation policy.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication and customer service skills for dealing tactfully and politely with customers
- literacy skills to read documents such as club membership cards, membership database records, ID cards, proof of age cards and driver's licences
- writing skills to assist customers to complete membership application forms, temporary and guest membership forms and to issue membership badges
- numeracy skills to calculate and explain membership costs.

The following knowledge must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- broad and working knowledge of club and licensing laws that relate to entry requirements for customers and dress regulations
- in-depth knowledge of particular club membership rules, conditions, benefits, entitlements and costs
- in-depth knowledge of the particular club services and facilities.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to offer courteous and friendly service to members and guests within the confines of the club rules and legislative requirements
- ability to accurately monitor the entry of club members and guests and issue necessary documentation within typical workplace time constraints and to allow for the efficient flow of people through reception to the club facilities
- knowledge of club rules and legislative requirements for entry into the club
- ability to process a range of different customer enquiries, membership applications and temporary membership forms, to meet different customer needs and on multiple occasions.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic club reception environment using appropriate telephones, computers, printers and public address systems
- access to current club regulatory documents distributed by state or territory licensing agencies such as plain

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

English legislative publications that outline club entry requirements

- use of current club documents outlining policies, procedures, club facilities, membership benefits, costs and dress regulations
- interaction with others to demonstrate the interpersonal communication requirements of the unit.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to provide club reception services. The following examples are appropriate for this unit:

- direct observation of the candidate interacting with customers and providing accurate membership and regulatory information and using club reception technology to assist
- role-play to assess ability to provide appropriate customer service
- activities to allow the processing of different types of membership applications and club entry documents
- oral and written questions on club facilities, membership benefits and costs, rules and legislative requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM001A Work with colleagues and customers
- SITXCCS001A Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Club services and facilities will vary according to the particular club, and may include:	• restaurants and cafes • gaming facilities • shows and attractions • prize nights and special events • games and sporting facilities • gymnasiums and health facilities • member clubs and associations • computer rooms and internet facilities • community courses and training programs • member benefits.
Club reception technology may include:	• telephones • internal public address system • membership database • membership badge production equipment • scanning equipment for temporary membership documents.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCCS305A Provide lost and found facility

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage a lost and found facility. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documents.

This unit is based on PRSSO217A Provide lost and found facility.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to those who work under minimum supervision with organisational guidelines undertaken in an office environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish status of item.	1.1 Establish and maintain a lost and found register according to ***organisational requirements***.
	1.2 Record and verify a description and relevant details of the lost or found item with ***appropriate person***(***s***).
	1.3 Tag and file found items and place them in a ***designated location***.
2 Follow procedures for lost and claimed items.	2.1 Conduct all ***communication*** in a professional and courteous manner according to organisational requirements.
	2.2 Explain to the enquirer or claimant the organisational procedures and obligations regarding lost and found items, in a clear and sensitive manner.
	2.3 Investigate and trace lost items according to organisational policies and procedures.
	2.4 Verify ***identification*** of the claimant,ensuring they sign for and date the claimed item(s) according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements.
3 Complete documentation.	3.1 Update the lost and found register reflecting whether the item has been claimed or fully investigated.
	3.2 Complete reports and other documentation according to organisational requirements and within designated timeframes.
	3.3 Report to the appropriate person(s) incidents and recommended system improvements in relation to lost and found claims and enquiries in a timely manner.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

- The following skills must be assessed as part of this unit:
- Accurately record and report information
- Effectively operate office and communication equipment
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Solve basic problems
- Estimate and calculate resource and equipment requirements
- Collate and organise information and items
- Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities
- Communicate in a clear and concise manner
- Comply with relevant legislative and regulatory requirements
- Enter data using basic keyboarding skills
- Estimate time to complete activities and organise personal schedule
- Prepare statements and write reports

The following knowledge must be assessed as part of this unit:

- Relevant legislative provisions
- Basic problem-solving strategies
- Premises and property security requirements and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- Premises and property lay-out
- Rules for the identification and handling of dangerous and prohibited goods
- EEO, equity and diversity principles
- Operational techniques of communication and office equipment
- Organisational procedures and guidelines appropriate to own role, responsibility and delegation
- Reporting procedures and documentation requirements and processes
- Principles of effective communication including internpersonal techniques
- Principles of questioning to get specific information
- Use and storage requirements of equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation • Receive and relay verbal and non-verbal information in a concise and accurate manner with sensitivity to social and cultural differences • Identify prohibited and/or hazardous items and goods and take appropriate action • Effectively operate office technology and communication equipment
Context of and specific resources for assessment	Assessment must ensure: • Access to a suitable venue and equipment • Access to plain English version of relevant statutes and procedures • Assignment instructions, work plans and schedules, policy documents and duty statements • Assessment instruments, including personal planner

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	and assessment record book • Access to a registered provider of assessment services
Methods of assessment	For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace. Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • Access to a suitable venue and equipment • Access to plain English version of relevant stautes and procedures • Assignment instructions, work plans and schedules, policy documents and duty statements • Assessment instruments, including personal planner and assessment record book • Access to a registered provider of assessment services • Continuous assessment in a setting that stimulates the conditions of performance described in the elements, performance criteria and range of variables statement that make up the unit • Continuous assessment in the workplace, taking into account the range of variables affecting performance • Self-assessment on the same terms as those described above • Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Organisational requirements may include:

- Legal and organisational policy and procedures including personnel practices and guidelines
- Organisational goals, objectives, plans, systems and processes
- Legislation relevant to the operation, incident and/or response
- Employer and employee rights and responsibilities
- Business and performance plans
- Policies and procedures relating to own role, responsibility and delegation
- Quality and continuous improvement processes and programs
- Emergency and evacuation procedures
- Duty of care, code of conduct, code of ethics
- Access and equity policy, principles and practice
- Records and information systems and processes
- Communication channels and reporting procedures.

Relevant details may include:

- Location
- Date
- Time.

Appropriate persons may include:

- Supervisors, managers
- Colleagues
- Members of the public
- Clients
- Designated human resource personnel.

Designated locations may include:

- Cupboard/storage facility
- Safe facilities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Communication techniques may include:	• Language, verbal or non-verbal • Active listening • Questioning to clarify and confirm understanding • Interpreting non-verbal and verbal messages • Observation techniques • Use of positive, confident and co-operative language • Control of tone of voice and body language • Use of language and concepts appropriate to cultural differences.
Identification documents may include:	• Daily/weekly reports • 'lost and found' register • Written and computer reports • Logs, journals

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM001A Work with colleagues and customers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, interpersonal, communication and customer service skills and knowledge required to work in the service industries. This is a core unit underpinning all other units involving interaction with colleagues and customers.

Key required skills and knowledge for this role include meeting personal presentation standards, establishing rapport with customers, determining and addressing customer needs and expectations, dealing with complaints, working in teams and using appropriate communication techniques and mediums.

Application of the Unit

Application of the unit

This unit applies across the service industries to all job roles and levels and in particular to the full range of tourism and hospitality industry sectors and environments. It applies to those who deal directly with customers as well as back-of-house staff or those working in reception areas; in an office; and on tour or on site, such as food and beverage attendants, housekeeping attendants, porters and concierge staff, guides, front office personnel, tour coordinators, event coordinators and retail travel consultants.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate with customers.	1.1 Conduct ***communication*** with ***customers and colleagues*** in a polite, professional and friendly manner.
	1.2 Use language and tone appropriate to a given situation in both written and spoken communication.
	1.3 Source relevant information about products and services and provide information clearly to customers.
	1.4 Use appropriate ***non-verbal communication*** in all situations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Observe and take into consideration non-verbal communication of colleagues and customers.
	1.6 Show sensitivity to ***cultural and social differences***.
	1.7 Use active listening and questioning to facilitate effective two-way communication.
	1.8 Select an appropriate ***medium of communication*** for the particular audience, purpose and situation, taking into consideration the characteristics of each medium and the relevant ***factors*** involved.
	1.9 Use communication medium correctly and according to standard ***protocols and organisation procedures***.
2 Maintain personal presentation standards.	2.1 Practise high standards of ***personal presentation*** according to organisation requirements, work location, impacts on different types of customers and specific requirements for particular work functions.
3 Provide service to colleagues and customers.	3.1 Identify colleague and customer needs and expectations correctly, including ***customers with special needs***, and provide appropriate products, services or information.
	3.2 Meet all reasonable colleague and customer needs and requests within acceptable organisation timeframes.
	3.3 Identify and take all opportunities to enhance service quality.
4 Respond to conflicts and customer complaints.	4.1 Identify potential and existing conflicts and seek solutions in conjunction with parties involved.
	4.2 Recognise customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and organisation procedures.
	4.3 Respond to ***customer complaints*** positively, sensitively and politely and in consultation with the customer.
	4.4 Refer escalated complaints to the appropriate person according to individual level of responsibility and organisation policy and procedures.
	4.5 Maintain a positive and cooperative manner at all times.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
5 Work in a team.	5.1 Demonstrate trust, support and respect towards team members in day-to-day work activities.
	5.2 Recognise and accommodate cultural differences within the team.
	5.3 Identify work-team goals jointly with colleagues and relevant others.
	5.4 Identify, prioritise and complete individual tasks within designated timeframes.
	5.5 Seek assistance from other team members, supervisors and managers when required.
	5.6 Offer assistance to colleagues when required to ensure designated work goals are met.
	5.7 Acknowledge and respond to feedback and information from other team members.
	5.8 Negotiate changes to individual responsibilities to meet reviewed work goals.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills in relation to listening, questioning and non-verbal communication
- basic written communication skills, including writing clear and concise messages, notes, emails and faxes
- basic literacy skills to read messages, notes, emails and faxes
- basic telephone skills
- identifying and responding to different cultural, language and special needs and expectations
- meeting personal presentation standards according to organisation requirements
- identifying and dealing with conflict situations, complaints and misunderstandings within scope of responsibility
- customer service skills, including meeting customer requirements, handling customer complaints and requests, developing rapport and promoting suitable products and services.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- protocol and service rituals of the industry, sector and organisation
- ethics of professional hospitality and tourism behaviour
- characteristics, uses and conventions of different types of communication mediums
- teamwork principles.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to communicate effectively with customers and colleagues (including those with special needs) within a range of situations required for the relevant job role
- ability to work effectively in a team
- ability to respond effectively to a range of customer service situations
- understanding of communication and customer service and its importance in a tourism or hospitality context.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of communication skills through interaction with others
- project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations relevant to the job role; for those undertaking generic pre-employment training, project activities must cover a range of industry contexts to allow for a broad range of vocational outcomes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out work tasks involving dealing with customers and colleagues
- role-plays about communication situations and dealing with complaints and misunderstandings
- review of simple messages written by the candidate for various situations
- questions about effective communication and personal presentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM002A Work in a socially diverse environment
- SITXCOM003A Deal with conflict situations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Communication may be:	• verbal • written format, such as electronic (e.g. email) or hard copy (e.g. letter) • by telephone • in languages other than English, including Australian Indigenous languages • visual, such as sign language • via an interpreter.
Customers and colleagues may be:	• workmates and colleagues • external customers and clients • members of other tourism and hospitality industry sectors • individuals or groups, such as consultants and committees • government or other organisations • visitors • media.
Non-verbal communication may include:	• body language • dress and accessories • gestures and mannerisms • voice tonality and volume • use of space • culturally specific communication customs and practices.
Cultural and social differences may include:	• modes of greeting, farewelling and conversation • body language, including use of body gestures • formality of language.
Medium of communication may include:	• fax • email or other electronic communication • simple written messages, such as restaurant bookings or phone messages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• face-to-face • telephone • two-way communication systems • standard forms and pro formas • assistive technology, e.g. telephone typewriter (TTY) • through interpreters.
Factors affecting the selection of appropriate medium may include:	• technical and operational features • access of the sender and receiver to necessary equipment • technical skills required to use the medium • required format • degree of formality required • urgency and timeframes.
Protocols and organisation procedures may include:	• modes of greeting and farewelling • addressing the person by name • timeframe for required response • style manual requirements • standard letters and pro formas.
Personal presentation may include:	• dress • hair and grooming • hands and nails • jewellery.
Customers with special needs may include:	• those with a disability • those with special cultural or language needs • unaccompanied children • parents with young children • pregnant women • aged people.
Customer complaints may relate to:	• problems with the service, such as delays or wrong orders • problems with the product • communication barriers or misunderstandings.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM002A Work in a socially diverse environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to be culturally aware when serving customers and working with colleagues from diverse backgrounds. It requires the ability to communicate with people of different social and cultural backgrounds with respect and sensitivity and address cross-cultural misunderstandings.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental communication skill for those working within the service industries and applies to the full range of industry sectors and environments. All personnel at all levels would apply this skill, but it does describe a basic operational level of communication of minimal complexity.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate with customers and colleagues from diverse backgrounds.	1.1 Value customers and colleagues from different cultural groups and treat them with respect and sensitivity. 1.2 Take into consideration ***cultural differences*** in all verbal and non-verbal communication. 1.3 Make ***attempts to overcome language barriers*** by communicating through the use of gestures, sign language, or simple words in English or the other person's language. 1.4 Obtain assistance from colleagues, reference books or ***outside organisations*** when required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Address cross-cultural misunderstandings.	2.1 Identify issues that may cause conflict or misunderstanding in the workplace.
	2.2 Address difficulties with appropriate people and seek assistance from team leaders or others where required.
	2.3 Consider ***possible cultural differences*** when difficulties or misunderstandings occur.
	2.4 Make efforts to resolve misunderstandings, taking account of cultural considerations.
	2.5 Refer problems and unresolved issues to the appropriate team leader or supervisor for follow-up.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and understand any workplace equal employment opportunity (EEO) and anti-discrimination policies and plain English information documents produced by government information agencies
- basic communication skills to identify and attempt to resolve misunderstandings which may be due to cross-cultural issues.

The following knowledge must be assessed as part of this unit:

- principles that underpin cultural awareness
- overview of general characteristics and key aspects of the main social and cultural groups in Australian society, including Indigenous and non-Indigenous people, sufficient to aid cross-cultural understanding
- overview of general characteristics of various international tourist groups appropriate to sector and individual workplace to enable their identification
- basic knowledge of types of disability and implications for the workplace
- principles and basic knowledge of EEO and anti-discrimination legislation as they apply to individual employees, and any associated workplace policies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- social and cultural understanding and sensitivity in responding to different types of customers and colleagues
- ability to identify and respond to the cultural context of the workplace
- ability to apply knowledge of different cultures and cultural characteristics appropriately when communicating with colleagues and customers
- ability to communicate effectively with customers and colleagues from a broad range of backgrounds and on different operational activities that are relevant to the particular organisation and job role.

Context of and specific resources for assessment

Assessment must ensure:

- ability to communicate with colleagues and customers in a culturally sensitive manner while undertaking operational activities within a commercially realistic environment
- access to EEO and anti-discrimination policies and any plain English information documents produced by government information agencies.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to communicate with culturally diverse customers and colleagues. The following examples are appropriate for this unit:

- observation of the candidate interacting with colleagues and customers from diverse cultural and social backgrounds
- case studies or projects to consider particular conflict

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

situations arising from diversity and to suggest appropriate means of resolving them
- questions about cultural values and differences and effective communication and problem-solving techniques
- written and oral questioning or interview to test knowledge of EEO and anti-discrimination legislative issues and workplace policies
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCCS002A Provide quality customer service
- SITXCOM001A Work with colleagues and customers
- SITXLAN1__A Conduct basic workplace oral communication in a language other than English.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Cultural differences may relate

- race
- language

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

to:	• special needs • disabilities • family structure • gender • age • sexual preference.
Attempts to overcome language barriers may include:	• meet, greet and farewell customers • give simple directions • give simple instructions • answer simple enquiries • prepare for, serve and assist customers • describe goods and services.
Outside organisations may include:	• interpreter services • diplomatic services • local cultural organisations • appropriate government agencies • educational institutions • disability advocacy groups.
Possible cultural differences and needs may include:	• language spoken • forms of address • levels of formality or informality • varied cultural interpretation of non-verbal behaviour • work ethics • personal grooming, including dress and hygiene habits • family and social obligations and status • observance of special religious, feasts or other celebratory days • customs, beliefs and values • product preferences.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM003A Deal with conflict situations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to resolve conflict situations with customers and colleagues. It also describes the resolution of escalated complaints. The unit covers the conflict resolution skills required to address conflicts that may arise in day-to-day work situations. It does not cover formal negotiation, counselling or conducting mediation.

This unit builds on the basic skills and knowledge found in other units that address communication, such as SITXCOM001A Work with colleagues and customers.

Application of the Unit

Application of the unit

This unit describes a complex communication skill to apply when resolving conflicts and complaints that may arise in the course of daily work. It applies to those working within the service industries in the full range of industry sectors and environments.

The unit applies mainly to senior operational personnel or supervisors and managers who operate autonomously and take responsibility for resolving conflicts and complaints.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify conflict situations.	1.1 Identify potential for ***conflict*** quickly and take swift and tactful action to prevent escalation.
	1.2 Identify quickly ***situations where personal safety of customers or colleagues may be threatened*** and organise appropriate assistance.
	1.3 Identify and use ***resources to assist in managing conflict*** where appropriate and according to organisation policy and procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Resolve conflict situations.	2.1 Take responsibility for finding a solution to the conflict within scope of individual responsibility.
	2.2 Deal with conflict sensitively, courteously and discreetly and take steps to minimise impact on other colleagues and customers.
	2.3 Use effective ***communication skills*** to assist in management of the conflict.
	2.4 Encourage all points of view, acknowledge them and treat them with respect.
	2.5 Establish and agree on the nature and details of the conflict with all parties and assess the impact of the situation on them.
	2.6 Determine possible options to resolve the conflict and promptly analyse and decide on the best solution in agreement with all parties, taking into account any ***organisation constraints***.
	2.7 Use accepted ***conflict resolution techniques*** to manage the conflict situation and develop solutions.
	2.8 Complete any necessary documentation accurately and legibly within time constraints.
3 Evaluate conflict situations.	3.1 Seek and provide feedback on the conflict and its resolution where possible with the parties involved.
	3.2 Evaluate and reflect on the situation and effectiveness of the solution.
	3.3 Determine possible ***causes of workplace conflict*** and provide input for workplace enhancement and improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to determine details and causes of the conflict through observation, questioning and active listening

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- conflict resolution skills and strategies incorporating communication skills of:
  - assertiveness
  - listening
  - non-verbal communication
  - language style
  - problem-solving
  - negotiation
- ability to follow procedures for handling complaints.

The following knowledge must be assessed as part of this unit:

- types of conflict that typically occurs and typical causes
- conflict theory, including signs, stages, levels, factors involved and results
- group processes and roles people play
- organisational structures, and workplace cultures and policies
- organisation policy and procedures on conflicts and complaints, including any reporting requirements
- relevant regulatory, industrial and legislative requirements related to the handling of disputes, dealing with drug or alcohol-affected persons, situations where customers must be refused entry, ejection from premises and security provision.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of conflict resolution techniques • ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the job role and workplace.
Context of and specific resources for assessment	Assessment must ensure: • activities that allow the candidate to address a range of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

commonly-occurring conflict situations that may be found in the workplace relating to the usual work roles of the candidate, such as handling customer complaints in a restaurant, resolving disputes with colleagues over work aspects, or dealing with contractors or suppliers who fail to meet obligations; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes

- interaction with others to demonstrate appropriate interpersonal skills for resolving conflicts.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate demonstrating complaint handling or negotiation skills, either in the workplace or through role-plays
- case studies to analyse and resolve conflict situations arising in various work contexts
- written or oral questions to assess underpinning theories related to conflict resolution
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCCS002A Provide quality customer service
- SITXMGT001A Monitor work operations
- SITXHRM005A Lead and manage people
- SITXHRM007A Manage workplace diversity.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Conflict situations may relate to:	• customer complaints • conflict among work colleagues • refused entry • drug or alcohol-affected persons • ejection from premises • problems or faults with a service or product • delays or poor timing of product or service supply • misunderstandings or communication barriers • difficult or demanding customers • customers with different or special needs or expectations.
Situations where personal safety of customers or colleagues may be threatened and assistance required may involve:	• drug or alcohol-affected persons • people with guns or arms • situations where someone has been or may be hurt • people who appear to be violent or are threatening • situations where customers refuse to leave or be pacified.
Customers or colleagues may be from a range of cultural backgrounds and may include:	• workmates • hospitality or tourism customers • outside contractors • suppliers.
Resources to assist in managing conflict may include:	• senior staff • other staff members

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- internal security staff or police
- counsellors.

Communication skills include:

- listening and active listening
- questioning techniques, such as asking the right question to elicit the other parties' needs
- asking questions to gain information, clarify ambiguities and adequately understand requirements
- rephrasing and repeating questions, requests and statements to confirm that they have been correctly understood
- empathising with the colleague or customer's situation while upholding organisation policy
- assertiveness
- non-verbal communication and recognition of non-verbal signs
- ability to speak clearly to be understood and use appropriate language, style and tone.

Organisation constraints may include:

- costs and budgets
- organisation policy on refunds or exchange
- lack of availability of replacement items, services or tickets.

Conflict resolution techniques may include:

- problem-solving
- negotiation
- use of appropriate communication skills.

Causes of workplace conflict may include:

- poor communication
- lack of information
- changes to practices and procedures
- cultural misunderstanding
- lack of empathy
- complaints
- workplace problems and issues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM004A Communicate on the telephone

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to communicate effectively on the telephone. It requires the ability to make and receive calls, to take messages on behalf of other people and to use the main features of a telephone correctly.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to communicate on the telephone. For some it may be a key aspect of their job such as for those who work in an office environment and for others an occasional task, for example, for those who work in a kitchen.

All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Respond to incoming telephone calls.	1.1 Answer ***telephone calls*** promptly, clearly and politely according to organisation standards.
	1.2 Offer friendly assistance to the caller and establish the purpose of the call.
	1.3 Repeat call details to the caller to confirm understanding.
	1.4 Answer caller enquiries promptly or transfer caller to the appropriate location and person.
	1.5 Where necessary, record caller requests and information and pass on to the appropriate department or person for

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	follow-up.
	1.6 Relay messages accurately to the nominated person within appropriate timelines.
	1.7 Report threatening or suspicious phone calls promptly to the appropriate person and according to organisation procedures.
	1.8 Use language, tone and volume appropriate to the nature of the phone call.
2 Make telephone calls.	2.1 Obtain correct telephone numbers.
	2.2 Establish clearly the purpose of the call prior to calling.
	2.3 Use ***telephone equipment*** correctly in order to establish contact.
	2.4 Communicate clearly your name, company and reason for calling.
	2.5 Be polite and courteous at all times.
	2.6 Document outcome of telephone call if required according to organisation standards.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use the technical features of a specific telephone system correctly
- oral communication skills to convey meaning clearly and concisely and interpret the requirements of incoming callers
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds
- literacy and writing skills to record messages.

The following knowledge must be assessed as part of this unit:

- principles of effective communication in relation to listening, questioning and verbal

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

communication

- organisation's policies and procedures relating to telephone communication, and the recording and passing on of messages.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • making and receiving telephone calls using telephone equipment correctly • courteous and friendly telephone service • clear and concise verbal and written communication • making and receiving calls on multiple occasions, communicating on different matters and with different types of callers to ensure consistency of performance.
Context of and specific resources for assessment	Assessment must ensure: • use of current telephone equipment within operationally realistic tourism or hospitality environments • interaction with others to demonstrate the interpersonal communication aspects of communicating on the telephone • access to policies and procedures that relate to answering the telephone, and recording and taking messages.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to communicate on the telephone. The following examples are appropriate for this unit: • direct observation of candidate answering and making

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

a variety of phone calls
- review of messages taken on behalf of customers and colleagues
- role-plays to observe candidate dealing with difficult customers or situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXADM001A Perform office procedures
- SITXCOM001A Work with colleagues and customers.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Telephone calls may take place in a range of different contexts, including:

- office
- reception area
- on tour
- in a restaurant or kitchen
- on site
- with customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- with colleagues
- with suppliers.

Telephone equipment may include:

- single or multiple line telephone systems
- switchboards
- mobile phones
- landlines.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM005A Make presentations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare for and deliver effective presentations to a group of people. It requires the ability to plan presentations that are tailored to the audience needs and to deliver interesting and coherent presentations using appropriate aids, equipment and public speaking techniques.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a complex communication skill for those working within the service industries and applies to the full range of industry sectors and environments.

The presentations described by this unit are formal and structured in nature. They may be internal or external and may include such things as sales presentations, training delivery, presentations within meetings, presentation of a bid or proposal, conference addresses and formal staff briefings.

Senior operational personnel or sales and marketing supervisors and managers who operate autonomously are involved in making formal presentations.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for presentations.	1.1 Plan presentation in advance allowing adequate time for appropriate research and preparation.
	1.2 Research and select material based on presentation objective, ***audience characteristics***, nature of the occasion, style of venue and any ***special needs*** of the audience.
	1.3 Organise material in a clear and logical order and structure.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Select and create or organise appropriate ***supporting materials and visual aids*** using appropriate technology and within required timeframes.
2 Make presentations.	2.1 Observe protocols appropriate to the audience and nature of the occasion.
	2.2 Enhance the quality of the presentation through appropriate use of ***public speaking techniques***.
	2.3 Use visual aids and other ***presentation equipment*** correctly to enhance presentation.
	2.4 Involve the audience in the presentation and encourage feedback where possible.
	2.5 Assess audience needs and responses during the presentation and make adjustments to presentation accordingly.
	2.6 Complete presentation within the nominated timeframe.
	2.7 Seek feedback on presentation to incorporate in any future presentation preparation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of the audience characteristics and information needs
- use of appropriate technology and software programs to create suitable support materials that relate to the delivery of presentations
- microphone techniques, as and when applicable to the context of delivering the presentation e.g. for a conference address
- high-level literacy and communication skills to facilitate the gathering and analysis of complex information and to interpret this for accessible communication to the group
- high-level verbal communication skills to present in an informative, engaging, educational and enjoyable manner and to interpret and answer group questions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- methods for planning presentations, including structure and timing of effective presentations
- knowledge and application of public speaking techniques, including:
  - use of voice, including tone, volume, diction and expression
  - appropriate eye contact
  - appropriate body language
  - impact of dress
  - use of humour
- features of typical equipment and software programs used to deliver presentations
- subject matter for presentation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • delivery of logical, well-structured presentations that show effective use of public speaking techniques and equipment • ability to tailor the presentation to specific audience needs, contexts and delivery situations • preparation and delivery of multiple presentations covering various topics that meet the needs of different audiences to ensure consistency of performance.
Context of and specific resources for assessment	Assessment must ensure: • presentation of information within a commercially realistic delivery environment, such as in a large meeting room or in a conference venue • use of industry-current equipment and support aids for presentation, which will vary according to the operational context of delivering the presentation,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	e.g. a microphone will be essential equipment for a large venue • presentation to and interaction with a group of a size and nature that would be expected for the relevant topic or context.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to make presentations. The following examples are appropriate for this unit: • direct observation of presentations made by the candidate • evaluation of presentation notes and supporting materials prepared by the candidate • evaluation of feedback forms that describe the audience's enjoyment of the presentation • questioning audience members on their response to the candidate's ability to present information in an interesting way • • case studies to assess ability to tailor presentations for different audience needs, different subject matter and different delivery locations • written and oral questioning or interview to test knowledge of public speaking techniques and features of presentation equipment • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXADM004A Plan and manage meetings • SITXMGT006A Establish and conduct business relationships • SITXMPR003A Plan and implement sales activities • SITXMPR004A Coordinate marketing activities.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Audience characteristics may relate to:

- age
- gender
- seniority or status
- commercial or other relationship
- familiarity with presentation topic
- culture
- disability.

Special needs may include:

- provision of an interpreter
- provision of presentation materials in alternative formats, such as large print
- provision of assistive technology, such as audio loops
- use of pictures, diagrams, cartoons and photographs.

Supporting materials and visual aids may include:

- slides
- overheads
- PowerPoint presentations
- handouts
- props
- videos.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Public speaking techniques must include appropriate use of:	• voice • eye contact • body language • dress • humour.
Presentation equipment may include:	• microphone • overhead projector • slide projector • video monitor • computer.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXCOM006A Address protocol requirements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to address protocol requirements in a broad range of business activities. The unit focuses on basic research skills to acquire a knowledge and understanding of protocol requirements within diverse business, social and cultural contexts, as well as the ability to use that knowledge in a practical workplace context.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Protocol issues affect a broad range of business and government activity. This unit therefore applies to people working in different roles and at different levels in many industry sectors. It applies to hospitality and tourism operations and is particularly relevant to those involved in event management and operations function coordination, tour operations and tour guiding.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source information on appropriate protocol.	1.1 Assess the need for protocol to be followed in given ***work contexts***. 1.2 Identify relevant ***sources of protocol information***. 1.3 Interpret relevant protocol information to inform work practice.
2 Integrate appropriate protocol procedures	2.1 Identify ***specific work activities*** that require appropriate use of protocol in a timely manner.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
into work activities.	2.2 Integrate the correct use of protocol into work activities. 2.3 Liaise with colleagues and other stakeholders to determine appropriate protocol requirements. 2.4 Provide appropriate information on protocol to relevant colleagues and stakeholders.
3 Update knowledge of protocol.	3.1 Identify and use ***opportunities to update protocol knowledge***. 3.2 Share updated knowledge with customers and colleagues as appropriate, and incorporate into day-to-day working activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify and access information on protocol
- literacy skills to interpret protocol information
- numeracy skills to work with concepts around order and timing, such as for speakers or dignitaries.

The following knowledge must be assessed as part of this unit:

- importance and role of protocol in different business situations
- key sources of information on protocol
- main types of civic functions held in Australia
- Australian honours system, including order of precedence, ranks and forms of address, and wearing of honours and medals
- appropriate protocols for the involvement of Indigenous Australians and other cultural groups in business activities
- correct use of national and state symbols, including flags, anthems and military salutes
- forms of address for different VIPs and dignitaries, both for written correspondence and in oral communication
- protocol procedures for different types of event, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- invitations to VIPs
- arrival procedures, including for heads of state or government officials
- introduction protocols and order of speakers
- order of precedence for official guests
- seating arrangements
- dress styles.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of where to source accurate information on protocol for specific situations • knowledge of appropriate protocols • ability to apply protocol knowledge to a specific workplace requirement.
Context of and specific resources for assessment	Assessment must ensure: • use of current protocol information.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • case studies and projects to assess ability to apply knowledge of protocol to different workplace situations • oral or written questions to assess knowledge of protocol for different situations • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: • SITXCOM005A Make presentations.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

TLIE507C Carry out basic workplace calculations

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Work contexts that require consideration of protocol issues may include:	• event organisation, including:
	  • civic receptions
	  • formal parades
	  • freedom of city ceremonies
	  • national day receptions
	  • citizenship ceremonies
	  • private functions
	• general business administration
	• marketing.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Sources of protocol information may include:	• libraries • internet • federal, state or territory, and local government protocol departments • Aboriginal Land Councils • Australia Day Councils • Office of the United Nations.
Specific work activities that require integration of protocol may include:	• issuing invitations • preparing running sheets • preparing briefing papers • liaison with dignitaries and officials • correspondence to dignitaries and officials • providing various services during the conduct of an event, including on-site management and service of food and beverage.
Opportunities to update protocol knowledge may include:	• informal networking with colleagues • reading relevant journals • internet research.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Communication and Teamwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV001A Participate in environmentally sustainable work practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to participate in environmentally sustainable work practices. It requires the ability to measure self-usage of resources effectively, follow predetermined environmentally sustainable work practices, identify and report on breaches and suggest improvements to work activities that will contribute to environmental sustainability and reduce negative environmental impacts.

The unit is the first of three hierarchical service industry units that describe varying levels of participation in work practices that contribute to environmental sustainability. It is equivalent to GCSSUS01A from the Generic Guideline units for Sustainability.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental skill necessary to participate in environmentally sustainable work practices within the service industries and applies to the full range of industry sectors and environments.

It has particular application to the retail, sport and recreation, accommodation, tour operating and attractions sectors and to those tourism products and services that are delivered in environmentally sensitive areas and which promote environmentally sustainable messages. Many would be nature or ecotourism-based experiences.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	All personnel at all levels could apply this skill, but it does describe a basic operational function of minimal complexity.
Application of the unit (*continued*)	The unit applies to frontline operational personnel who operate under close supervision and guidance from others during the normal course of their daily activities. They would apply little discretion and judgement because they operate within the predefined organisational procedures for their individual participation in environmentally sustainable work practices.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify current resources used within the workplace.	1.1 Identify workplace ***environmental and resource efficiency issues***. 1.2 Identify resources used in own work role. 1.3 Measure and document current usage of resources using ***appropriate techniques***. 1.4 Identify and report workplace environmental hazards to appropriate personnel.
2 Comply with environmental regulations.	2.1 Follow procedures to ensure ***compliance***. 2.2 Report breaches or potential breaches to appropriate personnel.
3 Seek opportunities to improve resource efficiency.	3.1 Follow ***enterprise plans*** to improve environmental practices and resource efficiency. 3.2 Make ***suggestions*** for improvements to ***workplace practices*** in own work area.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to recognise procedures, follow instructions and respond to change
- communication skills to enable questions and seek clarification relating to environmentally sustainable work practices and to propose and report on suggested improvements to work practices that promote environmental sustainability
- literacy and numeracy skills to interpret workplace policies, plans and procedures that relate to use of resources and the organisation's environmental sustainability practices
- ability to relate to people from a range of social, cultural and ethnic backgrounds and of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

varying physical and mental abilities.

The following knowledge must be assessed as part of this unit:

- broad understanding of environmental sustainability and the means by which it can be implemented by organisations and individuals in the workplace
- awareness of legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments and their relevance to the particular industry sector and workplace
- how to access industry codes of practice, standards and accreditation scheme requirements, and working knowledge of their contents and organisational compliance requirements
- working knowledge of environmental and resource hazards, risks and inefficiencies associated with the particular industry sector and workplace
- relevant environmental and resource-efficiency systems and organisational procedures for own work area
- reporting procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show candidates' ability to identify and integrate environmentally sustainable principles into their work practices and to follow predetermined procedures • ability to participate in the improvement of environmental and resource-efficient work practices at own level of responsibility • knowledge of the principles of environmental sustainability and means by which they can be incorporated into the workplace.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that show candidates' ability to participate in environmentally sustainable work practices within operationally-realistic service industry environments and within the context of the particular industry sector and business type in which they are working or seeking work
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications
- access to industry codes, standards and accreditation scheme documentation that outline principles and practices for environmental sustainability and resource-efficient approaches
- access to organisational policies and procedures that relate to resource usage, measurement and reporting and general environmental sustainability practices.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to participate in environmentally sustainable work practices. The following examples are appropriate for this unit:

- evaluation of written or verbal reports prepared by the candidate on resource use, measurements of usage, inefficiencies and suggestions for improvements
- evaluation of checklists on workplace environmental hazards and risks completed by the candidate
- project activities and problem-solving exercises to allow candidates to identify resource inefficiencies and environmental impacts and apply improved approaches to their own workplace operations
- evaluation of written or verbal reports that outline suggested measures to reduce environmental impacts of the organisation
- written and oral questioning or interview to assess knowledge of environmental regulatory requirements, contents of industry codes of conduct and methods for reducing environmental impacts and improving environmental sustainability of operations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	Holistic assessment with other operational units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Environmental and resource efficiency issues may include:	• minimisation of environmental risks and maximisation of opportunities to improve business environmental performance, including:
	  • minimisation of waste through implementation of the waste management hierarchy
	  • efficient energy use, seeking alternative sources of energy
	  • efficient water use
	  • modelling environmentally efficient workplace practices.

Appropriate techniques may include:	• examination of invoices from suppliers • analysis of resource orders placed and resource audits • observation of usage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- measurements made under different conditions
- examination of relevant information and data
- monitoring equipment.

Compliance may include:

- meeting relevant federal, state or territory, and local government laws, by-laws and regulations
- meeting the requirements of industry codes of conduct to which the organisation subscribes
- meeting the requirements of industry accreditation schemes to which the organisation subscribes.

Enterprise plans may include:

- documented policies and procedures
- work plans to minimise waste and increase efficiency of water use
- endorsement of accepted industry codes of practice developed by industry associations.

Suggestions may include ideas that help to:

- prevent and minimise risks and maximise opportunities, such as use of solar or other alternative forms of energy where appropriate
- reduce emissions of greenhouse gases
- reduce use of non-renewable resources
- improve energy efficiency
- increase use of renewable, recyclable, reusable and recoverable resources.

Workplace practices may involve:

- administrative, purchasing and product planning activities
- personal services
- purchasing stock, equipment and supplies
- disposal of waste, which can include waste disposal associated with large events as well as that from the workplace
- communicating with suppliers, clients and colleagues
- catering and provision of food and beverage
- organising and managing activities relevant to the operations of the enterprise
- providing advice to customers on risks to the environment and how to reduce these.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Environmental Sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV002A Implement and monitor environmentally sustainable work practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to analyse environmentally sustainable work practices effectively. It requires the ability to analyse current work practices, seek information from key stakeholders and specialists, set improvement targets, implement improvements and monitor their effectiveness.

The unit is the second of three hierarchical service industry units that describe varying levels of participation in work practices that contribute to environmental sustainability. It is equivalent to GCSSUS02A from the Generic Guideline units for Sustainability.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to the full range of industry sectors and environments.

It has particular application to the retail, sport and recreation, accommodation, tour operating and attractions sectors and to those tourism products and services that are delivered in environmentally sensitive areas and which promote environmentally sustainable messages. Many would be nature or ecotourism-based experiences.

The implementation and monitoring of environmentally sustainable work practices may apply to the whole enterprise, to a series of activities within an enterprise, or to one-off activities. They would normally be undertaken by unsupervised senior

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

staff members who have significant responsibility in the workplace, owner-operators and managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Investigate current workplace practices in relation to resource usage.	1.1 Identify environmental regulations applying to the enterprise. 1.2 Evaluate procedures for assessing ***compliance*** with environmental regulations. 1.3 Collect information on environmental and resource-efficient systems and procedures, and share information with team members. 1.4 Measure and document current resource usage by members of the work group. 1.5 Analyse and document current ***purchasing strategies***. 1.6 Analyse current work processes to access information and data to assist in identifying areas for improvement. 1.7 Consult with colleagues and other stakeholders regarding issues of environmental sustainability, including environmental responsibilities and environmental impacts.
2 Set targets for resource usage improvements to sustainable work practices.	2.1 Seek and integrate input from ***stakeholders***, ***key personnel and specialists***. 2.2 Assess external sources of information and data as required to inform decisions on improvements. 2.3 Evaluate alternative solutions to workplace environmental issues and incorporate outcomes into workplace operations. 2.4 Set efficiency targets for resource usage. 2.5 Develop procedures to minimise or negate potential negative environmental impacts and maximise positive environmental impacts. 2.6 Seek a coordinated effort amongst stakeholders, key personnel and specialists to operate in an environmentally sustainable manner.
3 Implement performance improvement strategies.	3.1 Source ***techniques and tools*** to assist in achieving performance improvement targets. 3.2 Apply continuous improvement strategies to own work area of responsibility and communicate ideas and possible solutions to the work group and management.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Integrate and implement ***environmental and resource efficiency improvement plans*** for own work group with those from other operational activities.
	3.4 Seek, and where appropriate act upon, ***suggestions*** and ideas about environmental and resource management from stakeholders.
	3.5 Implement costing strategies to determine value of environmental assets.
	3.6 Provide a role model for colleagues, customers and stakeholders in relation to environmentally sustainable operations.
4 Monitor performance and improvement strategies.	4.1 Document outcomes and communicate reports on performance improvement targets to key personnel and stakeholders.
	4.2 Evaluate strategies to identify required modifications and inform further performance improvement strategies.
	4.3 Set new targets and investigate and apply new tools and strategies.
	4.4 Promote successful strategies and where possible reward participants.
	4.5 Monitor and accurately record workplace practices that have been established to improve the environmental sustainability of enterprise operations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to consult with colleagues and stakeholders on issues of environmental responsibility and to ensure information is supplied to work group
- literacy and numeracy skills to use information-collection techniques, record and monitor activities within an environmentally sustainable framework, and read and interpret complex documents that relate to environmental and energy efficiency requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- technology skills, including the ability to operate and shut down equipment
- ability to recognise and implement environmental and energy efficiency management policies and procedures relevant to own work area
- change management skills
- critical thinking skills to allow for rational and logical analysis of problems in order to devise solutions and reflect on approaches taken
- ability to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities.

The following knowledge must be assessed as part of this unit:

- broad working knowledge of legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments and their relevance to the particular industry sector and workplace
- how to access industry codes of practice, standards and accreditation scheme requirements, and working knowledge of their contents and organisational compliance requirements
- relevant environmental and energy efficiency systems and procedures
- best practice approaches relevant to own area of responsibility
- quality assurance systems relevant to own work area
- supply chain procedures
- strategies to maximise opportunities and minimise impacts relevant to own work area
- relevant knowledge of environmental and resource efficiency issues specific to industry practices
- general awareness of global environmental issues and environmental ethics
- broad awareness of the environmental and social impacts relevant to particular industry sector and workplace
- thorough knowledge of minimal impact techniques and procedures in relation to areas of operation, including:
  - waste disposal
  - energy use
  - resource use.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- project or work activities that show candidate's ability to analyse environmentally sustainable work practices, set improvement targets, implement improvements and monitor their effectiveness
- knowledge of external benchmarks and how these can be applied to the workplace to improve environmental sustainability
- knowledge of how to access information on the current range of legislation, regulations and industry codes and ability to interpret the requirements clearly as they relate to the business operation
- knowledge of general environmental impacts and issues associated with service industry operations, minimal impact techniques and procedures and their application within the workplace
- project or work activities conducted over a commercially realistic period of time so that the analysis, implementation and monitoring aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a service industry operation for which environmentally sustainable practices can be implemented and monitored ***or***
- access to comprehensive and sufficient information about that operation to allow the candidate to participate fully and actively in implementing and monitoring environmental practices
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications
- access to industry codes, standards and accreditation scheme documentation that outline environmental sustainability compliance issues
- involvement of key people so that consultative actions can be implemented.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to implement and monitor environmentally sustainable work practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The following examples are appropriate for this unit:

- review of reports prepared by the candidate analysing current workplace practices and resource usage, with work plans outlining plans for improved practices inclusive of documented benchmarks
- evaluation of procedures developed by the candidate on minimising or negating negative impacts on the environment
- direct observation of the candidate conducting consultation and workplace monitoring activity
- review of planning and operational activities undertaken as part of a workplace program aimed at improving environmentally sustainable work practices
- project or case study to analyse appropriate minimal impact approaches and other measures that work toward improving environmental sustainability
- written and oral questioning or interview to assess knowledge of such things as environmental regulatory requirements, contents of industry codes of conduct, relevant environmental issues, and minimal impact techniques and procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD004A Plan and implement minimal impact operations
- SITTPPD006B Plan and develop ecologically sustainable tourism operations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Compliance may include:	• meeting relevant federal, state or territory, and local government laws, by-laws and regulations • meeting requirements of industry codes of conduct to which the organisation subscribes • meeting requirements of industry accreditation schemes to which the organisation subscribes.
Purchasing strategies may include:	• influencing suppliers to incorporate practices that support the principles and outcomes of sustainability.

Stakeholders, ***key personnel and specialists*** may include:	• individuals and groups both inside and outside the organisation that have some direct interest in the enterprise's conduct, actions, products and services, including:
	  • employees at all levels of organisation
	  • customers
	  • suppliers
	  • other organisations
	  • specialists outside the organisation with particular technical expertise.

Techniques and tools may include:	• examination of invoices from suppliers • measurements made under different conditions relating to environmental impacts of workplace operations • examination of relevant information and data, such as that relating to energy and resource use.
Environmental and resource	• addressing environmental and resource sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

efficiency improvement plans may include:	initiatives, such as environment management systems, action plans, surveys and audits
	• reference to standards, guidelines and approaches such as:
	  • ISO 14001 Environment Management System
	  • life cycle analyses
	  • global reporting initiative
	  • ecological footprinting
	  • triple bottom line reporting
	  • product stewardship
	• determining enterprise's most appropriate waste treatment, including waste to landfill, recycling, reuse and wastewater treatment.
	• applying the waste management hierarchy in the workplace
	• initiating or maintaining appropriate enterprise procedures for operational energy consumption, including stationary and non-stationary (transport) energy.

Suggestions may include ideas that help to:	• prevent and minimise risks and maximise opportunities, such as use of solar energy where appropriate • reduce emissions of greenhouse gases • reduce use of non-renewable resources • make more efficient use of energy • maximise opportunities to reuse and recycle materials • identify strategies to offset or mitigate environmental impacts, such as purchasing carbon credits • express purchasing power through the selection of suppliers with improved environmental performance, such as purchasing renewable energy • eliminate the use of hazardous and toxic materials.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Environmental Sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXENV003A Develop workplace policy and procedures for sustainability

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement a strategic workplace sustainability policy. It requires the ability to define the scope of the policy, and develop policy content and procedures that reflect the organisation's commitment to sustainability, communicate and implement the policy and review and modify it to suit changed circumstances.

The unit is the third of three hierarchical service industry units that describe varying levels of participation in work practices that contribute to environmental sustainability. It is equivalent to GCSSUS03A from the Generic Guideline units for Sustainability.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a complex business management skill necessary to ensure environmentally sustainable business operations within the service industries and applies to the full range of industry sectors and environments. Sustainability policies can have a broad focus, incorporating environmental, economic and social impacts of operations or can focus on one or more of these aspects.

The unit has particular application to the retail, sport and recreation, accommodation, tour operating and attractions sectors and to those tourism products and services that are delivered in environmentally and culturally sensitive areas. Many would be nature, ecotourism or culturally-based

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

experiences.

The development of sustainability policies may apply to the whole enterprise, to a series of activities within an enterprise, or to one-off major activities, such as an event.

The unit applies to senior managerial personnel who operate autonomously, have responsibility for others and who will be responsible for making strategic decisions on establishing and reviewing various business management practices across the organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop workplace sustainability policy.	1.1 Define ***scope of sustainability policy***.
	1.2 Identify and consult with ***stakeholders*** as a key component of the policy development process and evaluate opportunities for stakeholders to participate in partnership sustainability practices.
	1.3 Include in the policy, ***strategies*** for minimising resource use, reducing toxic material and hazardous chemical use and employing life cycle management approaches at all stages of work.
	1.4 Recommend policy options based on likely effectiveness, timeframes and cost.
	1.5 Develop policy that reflects the organisation's commitment to sustainability as an integral part of the business planning and as a business opportunity.
	1.6 Agree on appropriate methods of implementation.
	1.7 Consider and evaluate relevant inclusions from established industry benchmark standards and codes of conduct.
2 Communicate the policy.	2.1 Promote the policy and its expected outcomes to key stakeholders and agree on implementation.
	2.2 Inform those involved in implementing the policy on outcomes to be expected, activities to be undertaken and assigned responsibilities.
	2.3 Develop mechanisms and systems to maximise opportunities to capture feedback.
3 Implement the policy.	3.1 Develop and communicate procedures to help implement the policy.
	3.2 Implement strategies for continuous improvement in resource efficiency.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Establish and assign responsibilities relating to record systems for tracking continuous improvements in sustainability approaches.
4 Review policy implementation.	4.1 Document outcomes and provide feedback to key personnel and stakeholders.
	4.2 Investigate the success or otherwise of policy.
	4.3 Monitor records to identify trends that may require remedial action and to promote continuous improvement of performance.
	4.4 Modify policy and procedures to ensure improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to research, analyse and present information
- ability to prepare written reports that are concise, well articulated and suited to intended audience
- high-level literacy skills to read and interpret complex materials describing legislative and industry regulatory requirements that relate to environmental, economic and cultural sustainability
- high-level written literacy skills to develop comprehensive sustainability business management practices and systems inclusive of detailed yet easily accessible policies and procedures
- high-level communication skills to conduct consultation with a variety of stakeholders, deal with different points of view and dissenting stakeholders and adjust communication to suit different audiences
- ability to work as a member of a team to consult on and validate policy
- ability to respond to diversity, including gender and disability.

The following knowledge must be assessed as part of this unit:

- components of policies and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- policy development processes and practices
- consultation and communication mechanisms used by organisations to develop and implement procedural systems
- in-depth knowledge of legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments and their relevance to the particular industry sector and workplace
- how to access industry codes of practice, standards and accreditation scheme requirements; and in-depth knowledge of their contents and organisational compliance requirements
- principles, practices and available tools and techniques of sustainability management relevant to the particular industry sector and workplace
- best practice approaches relevant to the particular industry sector and workplace
- relevant systems and procedures to aid in the achievement of sustainability in the workplace
- quality assurance systems relevant to the particular industry sector and workplace
- awareness of enterprise policies, procedures and protocols from other related industries
- equal employment opportunity, equity and diversity, and OHS implications of policy being developed
- general awareness of global environmental issues and environmental ethics
- in-depth knowledge of environmental, economic, social or cultural impacts relevant to the particular industry sector and workplace
- in-depth knowledge of ways to enhance sustainable work practices, such as minimising impact through efficient and effective:
  - waste disposal
  - resource and energy use
  - involvement of sustainable practices in all areas of operation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show the candidate's ability to develop, implement and review strategic and integrated sustainability policies and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

according to regulatory requirements for a given service industry operation
- knowledge of specific and relevant legislative and industry regulatory requirements
- knowledge of environmental, economic, social or cultural impacts and issues associated with the candidate's industry sector and the particular environments of operation
- project or work activities conducted over a commercially realistic period of time so that the implementation and evaluation aspects of this unit can be assessed; for example, a sustainability policy can be established, evaluated and reviewed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a service industry operation for which sustainability policies and procedures can be developed, implemented, monitored and reviewed ***or***
- access to comprehensive and sufficient information about that operation to allow the candidate to participate fully and actively in developing, implementing, monitoring and reviewing sustainability policies and procedures
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications
- access to industry codes, standards and accreditation scheme documentation that outline environmental, economic and social sustainability compliance issues
- involvement of key people so that consultative actions can be implemented.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to develop workplace policy and procedures for sustainability. The following examples are appropriate for this unit:

- evaluation of a portfolio that incorporates an entire written sustainability system for an organisation, including such things as policies, procedures, information fact sheets for workers, training plans and a communication strategy

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- evaluation of reports prepared by the candidate detailing how sustainability policies, systems and procedures were established for a given project or work activity
- evaluation of project or work activities conducted in conjunction with an industry operator to allow the candidate to develop policies and procedures for a particular workplace
- evaluation of implementation and review processes through interviews with key stakeholders or review of reports
- case studies and problem-solving exercises to establish systems, policies and procedures for different workplace sizes and types

- direct observation of the candidate reviewing workplace operations with a view to improving contribution to sustainable work practices direct observation of the candidate modelling minimal impact procedures within an environmentally sensitive area
- project or case study to analyse appropriate strategies for minimising operational impacts and improving the sustainability of the workplace and local environment
- written and oral questioning or interview to test knowledge of legislative and industry compliance requirements, environmental and social impacts of the operation, and local and regional environmental issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTPPD004A Plan and implement minimal impact operations
- SITTPPD006B Plan and develop ecologically sustainable tourism operations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Scope of sustainability policy may include:

- integrated approach to sustainability that includes environmental, economic and social aspects, or a narrower one to focus on each aspect individually
- parts of the enterprise to which it is to apply, including whether it is for the whole enterprise, one site, one work area or a combination of these
- investigation of particular business and market context of the industry and enterprise
- addressing sustainability initiatives through reference to standards, guidelines and approaches, such as:
  - ISO 14001 Environment Management System
  - life cycle analyses
  - global reporting initiative
  - ecological footprint assessment
  - triple bottom line reporting
  - product stewardship.

Stakeholders may include:

- individuals and groups inside and outside the organisation that have some direct interest in the enterprise's conduct, actions, products and services, including:
  - employees at all levels of the organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- customers
- suppliers
- regulators
- other organisations.

Strategies may include:

- awareness raising among stakeholders
- training staff in principles and techniques of sustainability
- promotional and educational activities
- conducting audits of energy and waste within initial development of policy and procedures and their subsequent review
- minimising environmental impacts through:
  - technological solutions
  - education
  - restricting and minimising use of particular resources
  - reducing use of energy through energy-saving devices
  - reducing waste
  - involving clients, stakeholders and other persons in contributing to sustainable practices.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Environmental Sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT001B Develop and update event industry knowledge

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the event industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by event industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general event industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the events industry. More specialised and advanced event research and management knowledge is found in other units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key function for all people working in the event industry who require an essential and broad knowledge of the event industry to support all work activities. This unit applies to individuals working within any industry context and for any event organisation type, as event organisation and management takes place across the full spectrum of business and community activity. It has particular relevance in the cultural, community hospitality, sporting and tourism sectors.

By its nature, the unit acknowledges the concept of an events industry and is relevant to those individuals working in any meeting and event operational and management role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Source and apply general information	1.1 Identify ***sources of information*** to understand the structure and operation of ***the event industry***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 on the structure and operation of the event industry.	1.2 Access and comprehend specific ***information*** of relevance to the event industry. 1.3 Access and use knowledge of the event industry to ***enhance the quality of work performance***.
2 Source and apply information on legal and ethical issues for the event industry.	2.1 Obtain information on ethical and ***legal issues*** to assist effective work performance. 2.2 Conduct day-to-day event organisation activities according to legal obligations and ***ethical industry practices***.
3 Source and apply information on event industry technology.	3.1 Source and access information on current and emerging ***technologies that impact on the event organisation process***. 3.2 Identify the potential effects of different technologies on the event organisation process. 3.3 Apply knowledge of current and emerging technology in day-to-day work activities.
4 Update personal and organisational knowledge of the events industry.	4.1 Identify and use a range of ***opportunities to update knowledge*** of the event industry. 4.2 Monitor current ***issues of concern*** to the industry. 4.3 Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

to provide a verbal summary of information

- literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct
- writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files.

The following knowledge must be assessed as part of this unit:

- sources of general information on the event industry
- the key characteristics of those different types of events listed in the range statement including for each specific type of event:
  - key motivations for hosting events
  - nature of audience
  - objectives
  - key stakeholders and their roles
  - scope
  - key elements of staging an event
- primary impacts of events on local economies and community lifestyle
- structure and function of the event industry including:
  - concept of an event industry and how it relates to a range of business and community activity
  - businesses and organisations involved in the industry
  - marketing and distribution channels
- the general nature of allied and crossover industries including:
  - cultural
  - exhibition
  - tourism
  - hospitality
  - sports
  - incentives
  - conferences
- the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship
- the existence and primary functions of trade unions in the industry
- the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the event industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
- the existence and basic aspects of state, territory and local council laws that impact on event operations and actions that must be adhered to by event businesses, in particular

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

laws that cover:

- equal employment opportunity (EEO)
- anti-discrimination
- occupational health and safety and workers' compensation
- workplace relations
- legal liability and duty of care of customers
- environmental protection (this would include requirements that must be met by event businesses when staging events)
- local community protection (this would include land ownership, management and access requirements that must be met by event businesses when staging events)
- consumer protection (this would include refund requirements that must be met by event management businesses, terms and conditions of quotations and cancellation fees)
- responsible service of alcohol
- food safety

- current and emerging technology used in the event industry, including e-business

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to source initial and updated event industry information and apply this to day-to-day activities to maximise effective performance in specific event organisational contexts • general knowledge of the event industry, including main roles, functions and interrelationships of different event businesess, with a more detailed knowledge of issues that relate to a specific event or workplace • general knowledge of the key environmental, community, legal and ethical issues for the event industry.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing industry information
- access to information sources in order to conduct research and collect sufficient information
- access to industry association membership information, codes of conduct and accreditation information
- access to plain English documents that describe key event and general workplace legislation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- projects to research differing aspects of the events industry and delivery of the sourced information in a brief written or oral presentation
- holistic event planning project activities that allow the candidate to demonstrate the application of knowledge to specific event industry contexts and situations
- case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- written and oral questioning or interview to test knowledge of different businesses within the event industry and their interrelationships, the key content of legislation and industry codes of conduct
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

for example:

- SITXADM002A Source and present information
- SITXCOM004A Communicate on the telephone.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of information on and ***opportunities to update knowledge*** may include:	• formal and informal research • media • reference books • legislation or plain English publications describing the law and responsibilities to comply • libraries • unions • industry associations and organisations • industry journals • computer data, including internet • personal observations and experience • informal discussions and networking with colleagues • industry seminars • training courses • familiarisation tours of event destinations and facilities • participation or membership in professional industry associations • participation in industry accreditation schemes • use of industry codes of conduct or ethics.
Event industry relates to any type of event and information	• conference • symposium

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

must be sourced for and applied to:	• exhibition • festival • promotion • show • sporting event • parade • cultural celebration • trade and consumer show • social event • private and public event • corporate event • charitable or fundraising event.

Information of relevance to the ***event industry must include***:	• economic and social significance of the event industry which may relate to:
	  • employment
	  • effect on local amenities and facilities
	  • population change due to event facility development
	  • community role in events
	• role of and impacts on local communities
	• different event markets and their relevance to industry sectors
	• relationships between the event and other industries, including:
	  • tourism
	  • hospitality
	  • entertainment
	  • arts
	  • sports
	  • agriculture
	  • conservation
	  • retail
	• different sectors and businesses within the industry, their interrelationships and the services available in each sector
	• different event types and staging elements
	• major event industry bodies and associations
	• environmental issues for events, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- protection of natural and cultural integrity
- minimal impact operations
- environmental sustainability
- waste management
- energy-efficient operations
- land ownership
- land access and usage

- industrial relations
- specific features of the local and regional industry
- career opportunities within the industry
- roles and responsibilities of individual staff members in a successful events business, including ethical practices and quality assurance

Enhancing the quality of work performance may involve:

- making contacts with networks for obtaining key information to develop, deliver and improve events
- suggesting new and improved ways of doing things
- performing work duties within legal, ethical and social guidelines to ensure smooth operation of events
- improving skills, knowledge and productivity by accessing and attending industry professional development courses or activities.

Legal issues may include:

- consumer protection
- EEO
- anti-discrimination
- workplace relations
- public liability and duty of care
- licensing
- land ownership, management and access
- environmental management
- risk management
- OHS.

Ethical industry practices may relate to:

- maintaining the rights and lifestyle conditions of local community residents
- agreed compliance with codes of conduct, practice or ethics
- truth and honesty regarding all information given to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	customers • product recommendations • declaration of commissions, fees and other charges • subcontracting and provision of services as promoted • pricing • procedures for payment of commissions • bookings at venues • overbooking • confidentiality of customer information • tipping • familiarisations • gifts and services free of charge • preferred product arrangements.
Technologies that impact on the event organisation process may relate to:	• current and emerging industry technology, including e-business. • internal and industry wide delegate registration, reservation, operations and financial and tracking systems • project management systems • computer-aided design (CAD) systems.
Issues of concern to the industry may relate to:	• maintaining organisational and industry profitability by productivity and pricing flexibility • industry initiatives • government initiatives • emerging markets • environmental and social issues • labour issues • industry expansion or retraction.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT002B Provide event staging support

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide assistance with the staging of an event, including general knowledge of event staging and production issues.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals working in event operations support roles across the full spectrum of business and community activity. It has particular relevance in the cultural, community hospitality, sporting and tourism sectors.

While the unit is broad in nature to capture a wide range of event operations, it requires the ability to apply specific knowledge of event technical production and staging requirements.

An individual undertaking this role would be required to use some discretion and judgement, and operate within an established framework of plans and procedures under some supervision.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Make preparations for event staging.	1.1 Clarify and confirm details of ***event***, including necessary resources, roles, responsibilities and timelines.
	1.2 Assess and correctly interpret ***key event staging information*** to confirm own and team work requirements.
	1.3 Obtain or organise relevant ***staging resources*** ensuring all safety requirements are met.
	1.4 Obtain staging resources according to staging plans to meet cost requirements, minimise waste and maximise

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	profitability of the event.
2 Provide on-site staging and production assistance.	2.1 Use event operations knowledge and initiative to participate effectively in event set-up, operation and break-down.
	2.2 Anticipate potential operational problems and take appropriate action to mitigate.
	2.3 Provide required ***assistance to meet technical production requirements***.
	2.4 Identify and take opportunities to acquire new skills.
	2.5 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts
	2.6 Ensure ***health***, ***safety and security procedures*** are integrated into all work procedures and ***risk management issues*** are addressed.
	2.7 Maximise work efficiency and effectiveness through appropriate ***liaison with colleagues on operational issues***.
	2.8 Identify ***operational problems*** promptly and resolve within scope of individual responsibility or refer to supervisor.
	2.9 Accurately complete all required ***event documentation***.
3 Participate in event debrief.	3.1 Review event operation and factors impacting on its efficiency and success, including own role.
	3.2 Provide input to event debrief regarding operational issues and areas for potential improvement.
4 Reduce negative environmental impacts.	4.1 Use energy, water and other resources efficiently during event set up, operation and break-down to reduce negative environmental impacts.
	4.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to interpret event documentation, including basic production documentation and work plans
- numeracy skills to work with attendance numbers, monitor time and schedules, and check resources and equipment
- problem-solving skills to anticipate and respond to typical event operational problems.

The following knowledge must be assessed as part of this unit:

- broad features and components of different types of events
- roles and responsibilities of various personnel involved in event staging in different work contexts
- product and service terminology and broad operational parameters for key areas of staging, including:
  - catering
  - venue or site services and set-ups
  - technical services, including audiovisual, lighting, sound, rigging and special effects
  - entertainers
  - registration requirements and set-ups
  - physical elements, including display, furniture and temporary structures
  - security
  - media coverage
  - safety equipment
  - typical procedures and practices for the set-up, operation and break-down of events in the relevant work context
  - overview of legal, security and risk management issues that impact on event operations across different contexts
  - safe manual handling procedures relevant to the work context
  - emergency procedures relevant to the work context.
- the environmental impacts of resource, water and energy use during event set-up, operation and break-down and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- general knowledge of key operational, staging and production issues for different types of events
- knowledge of the different event management and operational roles and responsibilities in the relevant work context
- ability to provide efficient, resource effective and safe event operations support, including effective liaison and proactive identification of operational problems
- practical demonstration of skills through the provision of operational assistance at an event.

Context of and specific resources for assessment

Assessment must ensure:

- access to an event on which the candidate can work
- ***access to key event staging information***
- interaction with others to reflect the communication aspects of the unit
- presence of realistic time constraints for the completion of work activities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate completing tasks during set-up, operation and break-down of an event
- oral or written questioning to assess knowledge of event components, typical procedures and safety issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Event may include:	• conference • symposium • exhibition • festival • promotion • show • sporting event • parade • cultural celebration • trade and consumer show • social event • public event • corporate event • charitable, fundraising event.
Key event staging information	• attendance numbers • event timelines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

may provide details of:

- venue or stage set-up
- technical production, including:
  - lighting
  - sound
  - audiovisual
- sets
- props
- costumes
- itemised lists of resources and suppliers
- itemised maximum cost of resources.

Staging resources may include:

- technical equipment
- handouts
- props
- transportation
- furniture
- space
- catering
- security
- support materials.

Assistance to meet technical production requirements may include:

- working with technicians
- working with venue staff
- running cables
- moving equipment
- assisting with stage or equipment set-up.

Health, ***safety and security procedures*** may relate to:

- food safety
- electrical safety
- ensuring clear access routes
- personal hygiene
- restricting access
- identifying potential hazards.

Risk management issues may relate to:

- security
- specific audience behaviour
- crowd control

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• service quality.
Liaison with colleagues on operational issues may include:	• early discussion of potential problems • seeking clarity on operational requirements • developing a team approach to particular tasks.
Operational problems may include:	• delays • equipment breakdown • client dissatisfaction • non-arrival of key talent, speakers, etc. • inadequate supplies.
Event documentation may include:	• running sheets • checklists • equipment labelling • attendance lists.

Unit Sector(s)

Sector Tourism and Events

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT003B Process and monitor event registrations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to process and monitor registration for any type of event.

No licensing, legislative, regulatory or certificate requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Events are diverse in nature and are organised and administered in many different industry contexts. The underpinning principles of event management are consistent across these contexts and this unit is designed to apply to a broad range of events. It has particular relevance in the creative, hospitality, sport and tourism sectors within venues, event management organisations and professional conference organisers.

Registration processing and monitoring requires underpinning clerical and administrative skills combined with knowledge of specific event administration procedures. This function is undertaken by individuals working according to broader event management procedures and under guidance from others.

An individual achieving this unit would be expected to have a broad understanding of general event administration processes and principles to enable the transfer of skills across a range of different event types.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Process registration information.	1.1 Identify and confirm ***mechanism*** for recording ***registration information*** in consultation with appropriate colleagues.
	1.2 Receive, interpret and accurately process ***registration information*** according to agreed procedures and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	timelines.
	1.3 Use appropriate features of technology to maximise work efficiency and speed.
	1.4 Organise all registration information in a clear and logical way.
	1.5 Provide accurate and relevant event information to clients and colleagues as required.
	1.6 Prepare and issue ***documents and other materials*** according to event requirements.
	1.7 Identify and follow up on missing information within appropriate timelines.
2 Review and report registration information.	2.1 Monitor ***registration information*** and provide ***attendance reports*** to appropriate colleagues, clients and suppliers as required.
	2.2 Proactively identify issues or challenges emerging from attendance information and report accordingly.
	2.3 Take ***action to address attendance issues*** according to instructions and in consultation with colleagues.
3 Finalise registration documentation.	3.1 Check and finalise registration documentation within agreed timelines.
	3.2 Produce accurate and complete ***final attendance documentation*** in agreed formats and styles.
	3.3 Distribute final registration documentation according to agreed procedures and within required timelines.
	3.4 Minimise use of printed materials and maximise electronic transmission of all documents and materials during the registration process to reduce negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- organisational skills to collate, organise and process a wide range of information from varied sources
- problem-solving skills to address typical registration requirements, discrepancies and anomalies
- communication skills to liaise with event attendees and colleagues on registration issues
- literacy skills to interpret general event and specific registration documentation
- numeracy skills to determine attendance numbers and relationship to venue or event capacity.

The following knowledge must be assessed as part of this unit:

- overview knowledge of the event management process, such as key components for any type of event
- event attendance procedures and systems, including current technological developments in the relevant industry context
- impact and importance of accurate registration information for operational and services quality
- issues and problems that arise in the event registration process
- type of information and reports that assist in the event management process
- different types of clients for different types of events and the associated impact on attendance administration.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to accurately process registration information and to produce accurate attendance reports and related documentation • knowledge of administration systems and procedures for recording and reporting event attendance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- demonstration of skills in registration processing and monitoring for more than one event
- production of work within commercial workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities are conducted over a period of time to allow the candidate to demonstrate registration processing and monitoring for an event
- use of industry-current systems and technology.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of documentation and reports prepared by the candidate in preparation for an event
- evaluation of reports prepared by the candidate on the administrative process for an event, including challenges and responses
- written or oral questioning to assess knowledge of event administration procedures and material formats
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Mechanism for processing registrations may be:	• automated • manual.
Registration information may relate to:	• payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • special requests • medical information • further action required at site or venue.
Documents and other materials to be issued may include:	• paper-based or electronically transmitted materials • invoices • credit notes • receipts • service vouchers • tickets • confirmation letters • information or promotional packs • sponsor advertisements.
Attendance reports may include information on:	• numbers • characteristics of attendees • source of attendees • progress towards attendance expectations.
Action to address attendance issues may include:	• additional promotional activity • targeting of specific groups • holding of space for particular individuals or groups • advice of change of venue.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Final attendance documentation may be:	• attendance lists with basic details of attendees • attendance lists with additional information, such as payment status and special requests • name tags • information satchels.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT004B Coordinate on-site event registrations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare for and undertake the on-site registration of delegates or participants at an event.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has particular application to events that involve a formal on-site registration process, such as sporting events, seminars and conferences.

On-site registration requires the application of organisational, administrative and client service skills combined with knowledge of principles and procedures for coordinating on-site registration in any event context. This role is undertaken by a person acting according to established procedures and with some guidance from others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for registration.	1.1 Check and prepare all ***registration materials and equipment*** prior to the event according to event procedures.
	1.2 Identify and prepare appropriate ***resources to address on-site contingencies***.
	1.3 Check and reconfirm the arrangements for venue or site access and registration set-up according to event procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Set up registration area.	2.1 Locate and check registration set-up against ***prearranged agreements*** and relevant ***safety and access requirements***.
	2.2 Carry out a brief site inspection in order to become completely familiar with event venue or site.
	2.3 Establish contact with appropriate venue or site personnel and other operations staff to facilitate effective communication during the event.
	2.4 Install or arrange for the installation of ***materials and equipment*** and check their efficiency and working order prior to registration commencement.
3 Process registrations.	3.1 Welcome attendees in a courteous and friendly manner and provide accurate and relevant information on venue and event features.
	3.2 Check and accurately record ***registration details*** according to event procedures.
	3.3 Assist where possible with work overflow of other registration personnel.
	3.4 Identify, record and action any ***registration discrepancies*** with minimum disruption to the attendee.
	3.5 Accurately finalise documentation and pack or store registration resources according to event procedures.
	3.6 Minimise waste of printed materials by checking accuracy of registration details before issuing delegate documentation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to anticipate and respond to typical issues and challenges for on-site registration
- literacy skills to interpret a range of event documentation and record standard information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

on pre-formatted documents
- numeracy skills to check attendee numbers and record financial details for registrations.

The following knowledge must be assessed as part of this unit:

- context and reasons for a comprehensive and accurate on-site registration system
- use and characteristics of materials and equipment used for event registration in the relevant industry context
- typical registration procedures for a range of events
- safe work practices particularly in relation to bending, lifting and carrying items used at registration desks
- safety and risk issues associated with the gathering or movement of large numbers of people.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of registration procedures as they apply to a range of event styles • ability to prepare registration materials, set up a registration area and efficiently and accurately process registrations • provision of registration services to clients within typical workplace time constraints • demonstration of skills through coordination of on-site registrations for an event.
Context of and specific resources for assessment	Assessment must ensure: • use of industry-current registration materials and equipment, including a fully equipped and operational registration desk • operationally realistic ratios of registration staff to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

clients.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate processing registrations at an event
- review of registration documentation prepared by the candidate
- written and oral questioning or interview to test knowledge of registration procedures and materials
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXEVT003B Process and monitor event registrations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Registration materials and equipment may include:	• computer • guest, delegate or participant lists • guest, delegate or participant kits • guest, delegate or participant reports • promotional display materials • display stands • name tags • stationery • signage • cash float.
Resources to address on-site contingencies may include:	• spare supplies • emergency phone contacts • copies of all relevant event documentation and agreements.
Prearranged agreements may relate to:	• location of registration area • signage • nature and quantity of furniture and other equipment.
Safety and access requirements may relate to:	• profile of registration area for arriving attendees • safe positioning of registration area • awareness of emergency exits • ensuring adequate space for flow of people • checking safety of any cables in or around registration area • adequate sun and weather protection.
Registration details may include:	• payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • physical fitness requirements and documentation.
Registration discrepancies may include:	• unexpected on-site registrations • incorrect details, such as name and payment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

information
- no-shows
- incorrect pre-bookings for particular sessions.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT005B Organise in-house events or functions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise in-house events or functions from the perspective of an individual working within a commercial venue. The skills required by independent event organisers are covered in other Events units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has particular relevance in the cultural, hospitality, sporting and tourism sectors to individuals working in venues with a responsibility for the internal coordination of events. This role requires a combination of sales, service and organisational skills, underpinned by sound knowledge of event management processes and procedures. Those undertaking this function work autonomously, but within a framework of organisational systems and procedures and with some limited guidance from others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and confirm event requirements.	1.1 Liaise with client to establish ***specific event operational requirements***.
	1.2 Calculate quotations to ensure maximum profitability of the function and provide to client according to organisation procedures.
	1.3 Develop ***options and ideas*** in consultation with colleagues and suppliers to assist client with event planning.
	1.4 Identify and pursue ***additional sales opportunities*** through effective communication with client to ensure maximum profitability of the function.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Negotiate and agree upon final event details, with confirmation in writing provided to client, including financial and other conditions.
	1.6 Prepare, maintain and issue relevant ***event documentation*** to clients and suppliers.
2 Coordinate in-house event services.	2.1 Liaise with appropriate colleagues and suppliers to facilitate effective planning of event services.
	2.2 Identify and organise appropriate ***internal and external resource requirements***.
	2.3 Research relevant information about new or previously unused services for incorporation into current and future events.
	2.4 Identify and consider possible ***event impacts*** and take appropriate action to address these impacts.
	2.5 Prepare, update and distribute ***event documentation*** to clients, relevant colleagues and suppliers according to organisation procedures.
	2.6 Prepare and organise relevant ***event briefings*** in a timely fashion.
	2.7 Minimise use of printed materials and maximise electronic transmission of all client and event documents to reduce negative environmental impacts.
3 Monitor and evaluate in-house services.	3.1 Monitor event set-up and operation according to service agreements and relevant safety requirements.
	3.2 Promptly identify ***operational problems*** and take appropriate action to resolve.
	3.3 Obtain feedback from clients, colleagues and suppliers and use or share this information for future event organisation.
	3.4 Finalise ***post-event administrative requirements*** accurately and promptly.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- organisational skills to coordinate a complete event within a framework of existing venue procedures and systems
- problem-solving skills to anticipate and respond to a range of event planning and operational issues
- communication and interpersonal skills to establish and conduct positive business relationships with internal and external clients
- literacy skills to develop and interpret a range of event documentation
- numeracy skills to estimate and calculate costs of different services and products.

The following knowledge must be assessed as part of this unit:

- general characteristics of different types of events and event clients for different styles of venue
- role of different venue personnel in the event management process, including the relationships of different venue personnel to clients
- understanding of event costings and venue profitability requirements
- range and general features of typical internal and external services required for different types of events, including:
  - catering
  - technical
  - use of space or different layouts
  - security
  - entertainment
  - display and decoration
- current industry practice in relation to use of different services and technologies
- typical event coordination procedures and systems within a commercial venue
- types of problems that commonly occur during event planning and operations
- purposes and features of various types of documentation used to control the event management process within a venue
- safety legislation and requirements that impact on event set-up and operation
- the environmental impacts of resource, water and energy use during event set-up, operation and break-down and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to coordinate efficient, resource effective and safe events and provide services that meet agreed client requirements
- effective liaison and proactive identification of operational problems
- accuracy in presentation of event information and the ability to tailor venue services to meet client needs
- knowledge of the types and range of event services that may be required by different clients
- demonstration of skills through the organisation of more than one event
- presence of typical workplace time constraints for the completion of tasks.

Context of and specific resources for assessment

Assessment must ensure:

- access to and demonstration of skills within a suitable venue for the operation of an event
- project or work activities conducted over a period of time so that the candidate is able to coordinate the complete event organisation process
- access to industry-current technology used in the event organisation process
- use of industry-current event documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of actual event documentation and reports prepared by the candidate
- evaluation of an event organised by the candidate, including documentation and operational efficiency and cohesiveness
- evaluation of reports prepared by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

detailing the way in which a particular event was organised and highlighting key issues and challenges in the event organisation process

- written and oral questioning or interview to test knowledge of event coordination procedures and materials
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Specific event operational requirements may relate to:

- catering
- technical equipment
- overall format and style
- access
- bump-in and bump-out
- security
- timing.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Options and ideas may relate to:	• different approaches to use of space • refining or adjusting catering options • ideas about technical requirements • possible use of other suppliers.
Additional sales opportunities may include:	• extra services • upgraded services.
Event documentation may include:	• paper-based or electronically transmitted materials • access and security details • booking conditions • confirmations • financial documents, including invoices and receipts • running sheets • service vouchers • information packs.
Internal and external resource requirements may include:	• entertainment • equipment • furniture • catering • security • display or decoration • other specialist services, such as interpreters.

Event impacts may relate to:	• access
	• crowds
	• noise
	• security
	• staffing requirements
	• negative environmental impacts due to:
	  • inefficient use of energy, water and other resources during event set-up, operation and break-down
	  • unsafe disposal of all waste, especially hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Event briefings may be verbal or written and may be for:	• internal staff • external suppliers • participants • staff in client organisation.
Operational problems may relate to:	• failure to provide agreed services • deficit in quality of services being provided • non-performance of internal or external suppliers • technical malfunctions • last minute changes in client requirements • unforeseen incidents or circumstances.
Post-event administrative requirements may include:	• finalising accounts • collating event feedback.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT006A Research and evaluate event industry trends and practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research and critically evaluate past, present and future event industry practices to enhance the quality of one's own work practice.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals managing events in any industry context. It is particularly relevant to the cultural, community, hospitality, sporting and tourism sectors.

The unit focuses on research, analysis and communication of information, ideas and concepts at a complex level, as well as the evaluation and extension of one's own professional development needs. It is therefore relevant to individuals who analyse, design and execute judgements in technical, conceptual or managerial areas.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research event industry ideas, practices and trends.	1.1 Assess and select ***formal and informal research strategies*** to explore ***event industry information***, ***ideas and concepts***. 1.2 Identify and explore potential ***new and alternative sources of information***. 1.3 Source information on the history and evolution of the global event industry as a context for effective work practice.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Evaluate information to inform work practice.	2.1 Critically analyse information in the context of industry practice and philosophy of work. 2.2 Assess ways in which information may be used or adapted within work practices, including integration of new technologies. 2.3 Develop ***positions and ideas*** and integrate into work practice. 2.4 Use information to generate discussion and ***critical analysis*** of event management practice and opportunities.
3 Extend own event management skills and knowledge.	3.1 Proactively identify and use opportunities presented by research to extend event management skills and knowledge. 3.2 Re-evaluate and refine approaches to work in the context of current and emerging trends. 3.3 Identify and use practice, feedback, discussion and evaluation opportunities to continuously improve skills.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- analytical skills to develop complex conceptual, technical or management positions and ideas
- literacy skills to research complex and unfamiliar information sources.

The following knowledge must be assessed as part of this unit:

- research methodologies and options
- sources of event industry references, and broader references that may inform emerging

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

and innovative practice in event management and operations
- current and emerging event industry trends across all areas of planning, management and operations
- evolution of the event industry, globally and within Australia
- event industry networks and professional development opportunities
- techniques and methods to generate new ideas and develop innovative approaches to work.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to conduct research on a complex range of event industry issues, trends and ideas • ability to analyse, critique and synthesise complex sources to develop own positions and ideas • in-depth conceptual, technical and management knowledge of the event industry • demonstration of skills through one or more pieces of event industry research.
Context of and specific resources for assessment	Assessment must ensure: • use of a current and varied range of general and specialised information sources.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of research undertaken by the candidate • oral or written questioning to assess depth and complexity of candidate's event industry knowledge • review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Formal and informal research strategies may include:	• reading current literature, including specialist journals and industry magazines • participating actively in relevant industry associations • participating in professional development and other learning opportunities • participating in and contributing to discussion through conferences, meetings, seminars, courses and journals • internet research • formal study.
Event industry information, ***ideas and concepts*** may relate to:	• overall philosophy about events and their place in society • overall management practice • event operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- safety and risk management
- environmental sustainability
- history of events
- role of events in the broader social, economic and political environment
- best practice examples
- research around concepts of leisure and play
- emerging and future technology.

New and alternative sources may include:

- theories of business and management practice
- work from other related areas of community or business activity, including:
  - artists and designers
  - photographers
  - historians
  - film makers
  - authors
  - entertainers.

Positions and ideas may include:

- totally new approaches to work practice
- adaptation of current practice
- specific operational innovations.

Critical analysis may include:

- comparing and contrasting
- reflecting
- critiquing or challenging
- considering merit
- discussing and debating
- making judgements about relevance of information and ideas
- considering how ideas may be adapted
- considering how ideas may be challenged within work
- drawing links between research and own work.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT007B Determine event feasibility

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to assess the viability of a proposed complex event comprising multiple components, and to develop recommendations and models for its future planning and operation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals managing events in any industry context. It is particularly relevant to the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

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

The unit focuses on research, analysis and communication of information, ideas and concepts at a complex level, as well as the evaluation and extension of one's own professional development needs. It is therefore relevant to individuals who analyse, design and execute judgements in technical, conceptual or managerial areas.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Analyse event context and rationale.	1.1 Confirm overall event rationale and goals through consultation with ***key stakeholders*** and evaluation of initial ***event concept information***. 1.2 Determine and assess the ***place of the proposed event*** in relation to other events, the industry and community context, and the wider marketplace. 1.3 Assess and determine the marketability of the proposed event through research and consultation. 1.4 Evaluate the ***internal and external factors*** that impact on the viability of the proposed event.
2 Assess resource requirements and opportunities.	2.1 Develop complete and realistic estimates of ***primary event costs*** based on thorough breakdown of all event components. 2.2 Identify ***potential sources of revenue and other resources*** and develop realistic estimates. 2.3 Test and explore different resource scenarios with a range of possible event models.
3 Evaluate planning and operational requirements.	3.1 Analyse overall event ***planning and management requirements***. 3.2 Evaluate ***specific operational requirements for each event component***. 3.3 Identify all key ***regulatory requirements*** and their impact on event management and operations. 3.4 Consider negative environmental impacts and minimal impact practices to reduce these.
4 Develop recommendations and models.	4.1 Develop positions and recommendations based on the outcomes of analysis. 4.2 Develop specific planning, management and operational recommendations for the overall event and key event components. 4.3 Clearly articulate contingency planning requirements. 4.4 Present accurate and complete income and expenditure estimates to inform future decision making. 4.5 Offer different ***models and options***, including clear details

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	of the benefits and risks of suggested models.
	4.6 Present ***key stakeholders*** with feasibility outcomes in appropriate format.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- analytical skills to interrogate and evaluate complex information and to develop positions and recommendations as a result of analysis
- planning and organisational skills to provide recommendations for cohesive event planning and management
- communication skills to consult and liaise with a wide range of stakeholders on strategic event management proposals and issues
- literacy skills to analyse and develop complex information and documentation
- numeracy skills to estimate costs and develop different budgetary scenarios and models.

The following knowledge must be assessed as part of this unit:

- event industry operations at an in-depth level, including features and formats or a wide range of event types
- internal and external factors that impact on event feasibility and affect its management and operation
- resource requirements for the overall planning and management of complex events, and for specific event components
- sources of potential revenue for different types of event
- sources of event industry references, and broader references that may inform emerging and innovative practice in event management and operations
- current and emerging event industry trends across all areas of planning, management and operations
- risk management issues of particular relevance to events
- options for the presentation of feasibility analysis results
- the environmental impacts of resource, water and energy use at event sites and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to critically evaluate a wide range of complex information and to develop substantiated positions and recommendations to inform event planning and management at both a strategic and operational level
- in-depth conceptual, technical and management knowledge of the event industry
- demonstration of skills through the completion and presentation of a detailed feasibility analysis for at least one complex event concept.

Context of and specific resources for assessment

Assessment must ensure:

- use of a real event concept on which to base the feasibility analysis
- use of current industry data and information sources to inform the feasibility analysis.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of feasibility studies prepared by the candidate
- oral or written questioning to assess depth and complexity of candidate's event industry knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Key stakeholders may include:	• organising committees • potential sponsors • host organisation • industry bodies • community groups.
Event concept information may relate to:	• overall format • proposed location or venue • dates and times • duration • objectives • possible management structures • overall management practice.
Place of the proposed event may relate to:	• relationship with other similar events • competing events • supplementary events • events with similar formats • events with similar objectives

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- wider industry directions
- philosophy of host organisation
- previous events or past practice.

Internal and external factors may include:

- management structures
- organisation objectives
- resource constraints
- industry context
- competitor activity
- social, political or economic factors.

Primary event costs may include:

- venue
- catering
- equipment
- transport
- security
- staffing requirements
- collateral materials
- marketing costs.

Potential sources of revenue and other resources may include:

- industry bodies
- government funding
- grants
- sponsors
- participating organisations
- community organisations
- general public.

Planning and management requirements may include:

- overall management structures, roles and responsibilities
- seed funding
- human resources
- administration structures and facilities
- technology
- consideration of negative environmental impacts and minimal impact practices for the event and particular site.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Specific operational requirements for each event component may relate to:	• paid and voluntary staff requirements
	• specialist assistance
	• staging requirements, including:
	  • catering
	  • technical equipment
	  • security
	  • infrastructure
	  • transport
	• minimal impact practices for the construction, maintenance and disposal of event staging components.

Regulatory requirements may relate to:	• safety • licensing • environmental sustainability • insurance.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT008A Plan and develop event proposals and bids

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and develop proposals and bids for the staging of complex events comprising multiple components.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies in any industry context where bids and proposals to stage events are developed. It has particular relevance in the cultural, hospitality, sporting and tourism sectors, but also relates to event managers working across many other business and community contexts. Other individuals who commonly undertake this role are venue managers, marketing managers or local or regional tourism managers.

A complex event comprising multiple components must involve:

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

Development of event proposals and bids at this level requires the application of business writing as well as document and bid presentation skills, combined with sound knowledge of the event management process and the particular context for the staging of a given event. The unit is broad in focus to capture

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

the application of skills in an event context and does not include advanced writing or visual communication skills.

Depending on the event context and scope, specialists (e.g. graphic designers) are often employed to undertake particular aspects of proposal preparation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret event brief.	1.1 Accurately interpret and assess event brief in terms of organisation's capacity to meet the stated requirements. 1.2 Evaluate and plan action required for development of the proposal or bid. 1.3 Undertake liaison with the client to clarify requirements where appropriate.
2 Develop proposal or bid details.	2.1 Research and develop ***details and options for inclusion in the proposal or bid*** after consultation with suppliers and other relevant agencies. 2.2 Assess ***current and emerging factors and trends*** for impact on bid preparation. 2.3 Identify and integrate appropriate current and emerging technology into proposal. 2.4 Seek support for the proposal or bid from ***relevant individuals and agencies***. 2.5 Evaluate possible competitors and develop strategies to address competitive issues.
3 Develop proposal or bid materials.	3.1 Prepare ***proposal or bid materials*** within the designated timelines according to requirements of the brief. 3.2 Assess the need for expert assistance and organise the involvement of ***appropriate specialists***. 3.3 Present materials in a format that maximises the use of presentation and promotional techniques.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- critical thinking skills to assess, evaluate and develop options to address potentially complex event requirements
- literacy skills to interpret and develop complex documents
- numeracy skills to estimate costs, test different financial scenarios and present costs and quotations for event staging.

The following knowledge must be assessed as part of this unit:

- components to be included in event proposals and bids and product knowledge in relation to those components for different types of events
- networks and interrelationships of different industry sectors and organisations and their impact on the development of event proposals and bids in a given industry context
- event management logistical and operational factors that impact on proposal and bid development and proposed approaches
- risk management issues to be considered in formulation of event proposals and bids
- environmental impacts and minimal impact practices to be considered in formulation of event proposals and bids for particular event sites
- sources of specialist advice and expertise for the development of proposal and bid materials
- presentation techniques for proposal and bid materials, including current technology options.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to undertake the proposal or bidding process for a specific complex event, including effective assessment of the brief, coordination of all details and resources to meet the proposal or bid requirements, and professional presentation of proposal or bid materials and documents • knowledge of typical proposal or bid requirements and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	formats • development of a proposal or bid for a specific complex event in a competitive bidding environment.
Context of and specific resources for assessment	Assessment must ensure: • involvement of multiple individuals or agencies in the bid process • liaison with the client and potential suppliers.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • project to bid for an event being staged within a college or local community • case studies to assess knowledge of the components required for inclusion in different types of bids and proposals • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Details and options for inclusion in the proposal or bid may include information on:

- general concepts and themes
- business program
- social program
- costs which ensure profitability of the bid proponent
- travel and touring arrangements
- accommodation
- entertainment
- staging
- special features
- sample promotional materials
- references and details of other successful undertakings
- organisational information, including structure and personnel
- support statements, information from other organisations
- approach to environmental impacts and issues
- proposals relating to use of technology
- risk management approaches
- potential negative environmental impacts and proposed minimal impact practices for the event and particular site.

Current and emerging factors and trends may relate to:

- overall industry context
- sponsoring organisation objectives
- sustainability
- information from other similar events
- competitor activity
- emerging technologies
- new product and service options.

Relevant individuals and agencies may include:

- high profile individuals
- sponsors
- local businesses
- community agencies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- government agencies
- statutory authorities.

Proposal or bid materials may include:

- text documents
- electronic presentations
- videotapes, DVDs or other multimedia options
- props
- other promotional items.

Appropriate specialists may include:

- artists
- graphic designers
- multimedia specialists
- photographers
- professional writers.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT009A Develop event concepts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop the overall concept, theme and format for a complex event comprising multiple components. Event bids and proposals are covered in unit SITXEVT008A Plan and develop event proposals and bids. The unit also shares some similarities with SITXEVT014A Develop conference programs, but is broader in application.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to the overall concept development process for any type of event. It may be relevant in any industry context, but has particular application in the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

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

Concept development occurs at the commencement of the event management cycle and involves the application of significant analytical, creative and conceptual skills teamed with sound operational management expertise. Sometimes the concept

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

development phase is undertaken as part of the event bidding process. An event manager or other individual often in the event sponsoring organisation undertakes this role in consultation with a range of event stakeholders and sometimes under the guidance of an event organising committee.

The unit does not include the specialist concept development undertaken by experts such as writers, technical specialists or lighting, sound, exhibition, set or costume designers. Consultation with relevant experts, however, may be a key aspect of overall event concept development.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish overall event objectives and scope.	1.1 Clarify and agree on key ***event objectives*** in consultation with ***event stakeholders***.
	1.2 Analyse ***initial event information*** and consult with stakeholders to determine the broad scope of the event.
	1.3 Identify and analyse ***internal and external factors*** that may impact on the event.
2 Establish event concept theme and format.	2.1 Identify and access sources of information and ideas to inform event concept development.
	2.2 Research and critically evaluate ideas and information for possible application to current and future work.
	2.3 Generate discussion and consultation with event stakeholders and other colleagues to progress development of the event concept.
	2.4 Explore, test and reflect on ***different and innovative approaches*** as part of the concept development process.
	2.5 Develop overall event concept, theme and format that reflect key objectives and meet potential audience needs.
3 Evaluate and progress concept to operational stage.	3.1 Verify the ***operational practicality and cohesiveness*** of the concept, theme and format through consultation and analysis.
	3.2 Select and implement a strategy for effective communication about the concept with ***event stakeholders***.
	3.3 Develop a summary of ***key logistical requirements*** based on the overall concept, theme and format.
	3.4 Facilitate effective planning and implementation through timely provision of accurate and complete information on the concept, theme and format to all relevant stakeholders.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.5 Obtain relevant approvals prior to implementation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking skills to assess, select and synthesise broad ideas and concepts
- planning and organisational skills to tie concepts to the need for operational practicality
- communication skills to consult and liaise with a wide range of stakeholders on potentially complex concepts and planning issues
- literacy skills to interpret and develop information dealing with complex concepts
- numeracy skills to estimate costs, work with budgets and understand the impact of budgetary limitations on concept development.

The following knowledge must be assessed as part of this unit:

- processes to explore, generate and test ideas to develop a concept, format and theme
- range of different creative, promotional, technical and operational options to consider when developing an event concept
- key stakeholders for different types of event
- internal and external factors to be considered when developing an event concept
- key operational issues and logistical requirements that impact on development of an event concept in the relevant industry context
- risk management factors that impact on event concept development
- legislative requirements that may impact on the event concept, e.g. safety and licensing
- common environmental site impacts and minimal impact practices that can be typically used.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to develop an event concept and format that are operationally practical and result in the achievement of event objectives
- knowledge of typical formats and specific components for different types of events
- development of a concept, theme and format for a complex event to meet a specified need.

Context of and specific resources for assessment

Assessment must ensure:

- access to and interaction with event industry suppliers
- involvement of and interaction with an event principal or organising group.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- case studies to develop concepts, themes and formats for different types of events
- evaluation of a concept, theme and format through a candidate presentation or bid for an event
- oral or written questions to assess knowledge of the range of key market factors and management issues to be considered in the concept development phase
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Event objectives may be:

- creative
- profile creation
- community impact
- participation or attendance.

Event stakeholders may include:

- event principal
- local community
- organising committees
- local authorities
- clients
- colleagues
- staging contractors
- entertainers.

Initial event information may relate to:

- date, time and duration
- size and scope
- location
- resourcing.

Internal and external factors to be assessed may include:

- human, financial and physical resource availability, including:
  - potential for attracting additional resources, such as sponsorship and co-hosting

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- level of management commitment
- restrictions on lead time
- potential levels of participation and interest
- competitive environment
- timing and duration factors, such as impact of public holidays and other public events
- potential contributors
- talent requirements
- climate
- access factors
- marketing and promotional issues, such as potential for media coverage
- safety factors
- risk management considerations.

Different and innovative approaches may involve:

- adapting existing ideas, products or services
- developing new ideas, products or services
- incorporating or experimenting with new technologies
- challenging established ways of doing things.

Operational practicality and cohesiveness may relate to:

- scheduling
- availability of human, financial and physical resources
- ensuring realistic attendance expectation
- venue or site constraints
- time constraints
- managing risk
- managing negative environmental impacts by use of minimal impact practices.

Key logistical requirements may relate to:

- venue and site set-up and design
- catering
- physical elements
- technical effects, including sound, lighting and audiovisual
- collateral materials
- need for specialist contractors
- minimal impact practices for the construction, maintenance and disposal of event staging components.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT010B Evaluate and address event regulatory requirements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to assess the regulatory requirements that impact on a complex event comprising multiple components, and to incorporate appropriate responses into event planning and management.

Application of the Unit

Application of the unit

This unit may apply to individuals coordinating events in any industry context, but is particularly relevant to event specialists who operate in the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

- need for a comprehensive and multifaceted event plan
- need for a formal internal or external communications strategy
- dedicated and diverse event budget
- multiple administrative and operational components
- a wide range of stakeholders
- an event operations team.
- A senior event coordinator or event manager would undertake this role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse regulatory issues that impact on event management.	1.1 Analyse ***event information*** to determine the scope and nature of regulatory issues to be considered. 1.2 Research and assess the impact of ***specific event regulatory issues*** on event planning and operation. 1.3 Analyse ***specific risk management issues*** for identified

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	regulatory requirements and incorporate into overall risk management planning.
	1.4 Establish and assess the role of different ***stakeholders*** in relation to regulatory issues.
	1.5 Assess the need for ***specialist planning and operational advice or assistance*** to address regulatory requirements.
2 Establish strategies for working with regulatory authorities.	2.1 Determine the ***scope and complexity of required or desirable liaison*** with regulatory authorities.
	2.2 Identify key organisations and individuals and establish effective consultation and communication processes.
	2.3 Include representatives from ***appropriate agencies*** in event management structures and consultation processes.
3 Develop plans and procedures to address regulatory requirements.	3.1 Integrate approach to plans and procedures addressing regulatory issues, into ***broader event management structures***, ***processes and constraints***.
	3.2 Develop and document ***specific procedures that address event regulatory requirements***.
	3.3 Develop and monitor the production of any required ***compliance documentation***.
	3.4 Identify critical tasks and allocate responsibilities and timelines.
	3.5 Develop and articulate contingency and critical incident procedures in relation to all regulatory requirements.
	3.6 Provide ***briefings and relevant information*** to colleagues regarding regulatory requirements and procedures.
4 Evaluate event for regulatory compliance.	4.1 Assess different event elements in regard to compliance with regulatory requirements.
	4.2 Incorporate outcomes of evaluation into future event planning.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to develop practical plans and procedures
- communication and negotiation skills to liaise with people with varying responsibilities working in different contexts (e.g. operational staff and government officials)
- research skills to source information on event regulatory requirements
- literacy skills to interpret regulatory documentation and develop complex plans, procedures and other documentation.

The following knowledge must be assessed as part of this unit:

- range of regulatory issues that impact on different types of event
- the primary components of state, territory and local council laws that impact on event delivery and actions that must be adhered to by event operators during event set-up, operation and break-down, in particular laws that cover:
  - occupational health and safety (this would include requirements that must be met for providing a safe workplace, hazard identification and assessment and control of associated risks)
  - workers' compensation (this would include insurance requirements, injury reporting and occupational rehabilitation requirements)
  - workplace relations
  - legal liability and duty of care of customers
  - environmental protection (this would include requirements that must be met for environmental hazard identification, use of minimal impact practices and reporting of incidents)
  - local community protection (this would include land ownership, management and access requirements that must be met and requirements to maintain the lifestyle of neighboring residents)
  - consumer protection (this would include refund requirements that must be met, terms and conditions of quotations and cancellation fees)
  - responsible service of alcohol
  - food safety
- sources of detailed information on specific regulatory issues including plain English documentation that explains the operational requirements of legislation
- ways in which regulatory issues need to be addressed, including policies procedures, systems and typical reporting and documentation requirements
- structures and general operating procedures of regulatory authorities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- insurance issues relevant to regulatory requirements
- different formats for and contents of typical procedures to manage regulatory requirements during the set-up, operation and break-down of events.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to analyse, assess and respond to the range of regulatory issues affecting an event to ensure event compliance
- sound knowledge of the range of regulatory issues that affect different aspects of event staging, relevant networks and information sources
- practical demonstration of skills through development of plans and procedures to address the regulatory requirements of a specific complex event.

Context of and specific resources for assessment

Assessment must ensure:

- access to a complex event for which regulatory requirements must be addressed
- interaction with others to reflect the communication and negotiation aspects of the unit
- use of the appropriate state or territory legislation and plain English documents issued by regulatory authorities
- access to current organisation policies and procedures, and plans used to manage regulatory issues.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- evaluation of strategies and operational plans prepared by the candidate to address regulatory issues
- case studies to assess candidate's ability to develop approaches for a range of different events
- questions to assess detailed knowledge of different regulatory requirements and issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Event information may include:

- general nature of event
- event management structures
- level of government involvement
- location
- dates and times
- duration
- number of activities, sports or individual events
- numbers attending

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- scope of physical staging requirements.

Specific event regulatory issues may relate to:

- food safety
- security
- responsible service of alcohol
- use of licensed personnel, such as trades and pyrotechnicians
- crowd control
- legal liability and duty of care of customers
- local community protection
- consumer protection
- environmental impacts and minimal impact practices
- OHS and workers' compensation.

Specific risk management issues may include:

- implications of non-compliance
- accountability, e.g. event organiser versus specific contractors
- safety issues
- need for clear communication and reporting protocols
- minimisation of environmental impacts.

Stakeholders may include:

- industry bodies
- professional associations
- state, territory & local government management and regulatory authorities, including:
  - sport and recreation
  - facilities
  - parks and public places
  - transport
  - licensing
  - traffic
  - land management
  - environmental protection
  - waste management
  - utilities
  - information services
  - police
  - emergency services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• convention and event sections • fair trading • occupational health and safety • tourism authorities and organisations • unions.
Specialist planning and operational advice or assistance may include:	• technical experts • local government management and regulatory authorities.
Scope and complexity of required or desirable liaison may be impacted by:	• scope of the event • nature of the event in terms of complexity and number of associated regulatory issues • current focus or requirements of relevant authority • level of safety risk • level of environmental risk • impact of the event on the physical environment.
Appropriate agencies may include:	• WorkCover authorities • licensing authorities • local councils • federal, state and territory government departments.
Broader event management structures, ***processes and constraints*** may include:	• overall management structure for the event • specific event objectives • budget • human resources • other operational requirements • promotional requirements • factors external to the event.
Specific procedures that address event regulatory requirements may relate to:	• transport, handling and storage of food • documentation of roles and responsibilities, including restrictions for non-licensed personnel • lines of communication • reporting procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- emergency procedures
- hazard identification, reporting and assessment of associated risks
- minimal impact practices to reduce the negative environmental impacts of resource, water and energy use at event sites
- waste management.

Compliance documentation may include:

- pre-event reports and requests to authorities
- details of licensed personnel
- activity logs
- incident reports.

Briefings and relevant information may include:

- information on regulatory requirements
- specific procedures to follow in different situations
- contacts and procedures for emergency situations
- roles and responsibilities charts
- blank copies of documentation to be completed.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT011A Develop crowd control plans and procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop plans and procedures for the admittance, seating and dispersal of crowds to ensure the safety and well-being of personnel and participants. It includes procedures for emergency situations.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for the development of plans and procedures for the management of large crowds in any industry or community context.

It is particularly relevant in the community, cultural, sporting and tourism sectors where large crowds are a feature of both ongoing and one-off business and community activity.

Development of crowd management procedures in this unit requires the application of significant critical thinking, planning and organisational skills, combined with a detailed knowledge of risk management issues, crowd control techniques and relevant emergency procedures. Those with managerial responsibility undertake this role. The unit is generalist in nature and does not cover the specialised operational crowd management skills required by police or other security experts.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse risks associated with large crowds.	1.1 Identify and evaluate regulatory constraints and requirements in relation to ***crowd management***. 1.2 Identify and analyse ***general risks*** associated with gathering of large crowds to ensure the safety of personnel and participants. 1.3 Identify and analyse current and emerging ***situation-specific risks*** and assess for their impact on planning.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Inspect, or organise inspection of, ***venue*** and facilities to ensure compliance with ***legal requirements*** and facilitate risk assessment.
	1.5 Determine need for ***specialist assistance*** and involvement of ***authorities*** in crowd management.
2 Develop crowd management plans.	2.1 Establish and document maximum limits for admission based on analysis of ***risks*** and ***venue***.
	2.2 Estimate expected crowd numbers based on historical data and current trends or attendance information.
	2.3 Organise or confirm completion of any necessary work to ensure compliance with legal constraints and requirements.
	2.4 Determine and document ***human resource requirement*** for crowd management.
	2.5 Develop plan that minimises identified ***risks*** associated with the ***venue*** and complies with legal constraints and requirements.
	2.6 Consult with and gain input from relevant stakeholders on crowd management approaches.
	2.7 Develop ***evaluation criteria*** for crowd management plan in consultation with stakeholders.
3 Establish operational crowd management procedures.	3.1 Develop and document specific ***operational crowd control procedures***, including ***contingency and critical incident procedures***.
	3.2 Identify critical tasks and allocate responsibilities.
	3.3 Undertake or organise preparation and checking of safety equipment according to legal requirements and manufacturer instructions.
	3.4 Ensure procedures consider and are integrated with ***broader management constraints and issues***.
	3.5 Provide crowd control ***briefings and relevant information*** to stakeholders and staff.
4 Establish emergency crowd control procedures.	4.1 Develop and document ***procedures*** for managing crowds in ***emergency situations*** in consultation with relevant stakeholders.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.2 Identify and document safety needs of special populations in ***emergency situations***.
	4.3 Implement and accurately document required practice drills.
5 Evaluate crowd control plans and procedures.	5.1 Evaluate effectiveness of crowd control, based on agreed evaluation criteria.
	5.2 Ensure outcomes of evaluation are incorporated into future planning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to develop cohesive operational plans, procedures and systems
- research and critical thinking skills to assess risks associated with large crowds, seek information on regulatory requirements and develop appropriate strategies and procedures
- literacy skills to develop documents explaining crowd control strategies and procedures
- numeracy skills to work with concepts around capacity.

The following knowledge must be assessed as part of this unit:

- types of situations that require specific crowd control planning
- sources of specialist assistance in relation to crowd control
- broader operational issues that impact on crowd management in the relevant work context
- technology and equipment used in crowd management
- legislation, regulations and industry codes that affect crowd management
- specific risk management issues associated with large crowds
- resource requirements for crowd management, including financial, human and physical resources.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- detailed knowledge of the factors influencing crowd management planning and operations
- ability to analyse crowd risks and develop plans and procedures for crowd management
- ability to determine and organise appropriate resources to address emergency situations
- demonstration of skills through development of crowd management plans and procedures for event or workplace operation.

Context of and specific resources for assessment

Assessment must ensure:

- access to venues at which crowd management would be required
- use of current legal and other operational information on which to base planning
- involvement of and interaction with stakeholders as part of the planning process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of crowd management plans and procedures developed by the candidate
- case studies to assess candidate's ability to develop crowd management approaches for a range of different events or workplace situations
- questions to assess detailed knowledge of risks and factors influencing crowd management planning
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Crowd management may be required for:	• ongoing business operations, such as at attractions or performance venues
	• events, including:
	  • sport events
	  • competitions
	  • community events
	  • festivals
	  • functions
	  • conferences
	  • holiday programs
	  • celebrations
	  • arts events.

General risks may include:	• overcrowding • crowd stress • personal injury to attendees

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- onset of chronic stress related illnesses in personnel or participants e.g. anxiety, panic attacks, asthma, fainting
- mob behaviour
- fire hazards
- inadequate provision for:
  - protection of participants
  - protection of performers
  - traffic flow
  - areas of congestion
  - access of emergency services.

Situation-specific risks may relate to:

- nature of audience, e.g. youth or elderly people
- special needs of audience, attendees and participants
- nature of event, e.g. intensity and impact on crowd
- venue constraints and capacity
- timing, in regard to factors such as weather considerations
- event duration and its impact on crowd behaviour.

Venue may be indoor or outdoor and may include:

- open spaces
- aquatic environments
- streets
- gymnasiums
- restaurants
- hotels
- theatres
- stadiums
- arenas
- sports grounds
- attractions and theme parks.

Legal requirements may include:

- fire egress
- OHS
- risk management
- first aid
- insurances, including:
  - public liability
  - professional indemnity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• public liability and duty of care.
Specialist assistance may include:	• local authorities • emergency services.
Authorities may include:	• local government • state government • emergency services • other industry bodies, including certifying bodies.
Human resource requirement may include:	• ushers and marshals • security personnel • on-site supervisors.
Evaluation criteria may relate to:	• speed and efficiency of crowd movements • absence of crowd incidents.
Operational crowd control procedures may relate to:	• access, including restricted areas, exits and aisles • evacuation • special population needs • first aid set-ups • precise numbers and location of personnel • allocation of duties and rostering • placement of physical elements, such as barriers and staging • communication methods and protocols, such as two-way radios.
Contingency and critical incident procedures may relate to:	• equipment breakdown • adverse weather • event staff sickness • potential changes in crowd behaviour • drug or alcohol-affected clients.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Broader management constraints and issues may include:	• overall event management structures • specific event objectives • budget • human resources • other staging requirements • factors external to the event.
Briefings and relevant information may include:	• location and venue maps • summary procedures • emergency telephone contacts.
Emergency situations may include:	• fire • earthquake • bombing • chemical leak or spill • riot • illegal entry • alcohol • drugs • medical emergency • equipment failure • stage failure or collapse.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT012A Select event venues and sites

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to undertake the venue or site selection process for a complex event comprising multiple components.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to the overall venue or site selection process for any type of event. It may be relevant in any industry context, but has particular application in the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

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

Selection of an appropriate venue or site for a complex event requires the application of significant analytical and research skills as well as sound knowledge of venue or site issues that impact on different types of events. Individuals working autonomously with limited guidance from others undertake this role. This may include senior event coordinators or event managers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Analyse venue or site requirements.	1.1 Analyse ***overall venue or site requirements*** based on detailed review of all aspects of the proposed event.
	1.2 Develop accurate and complete ***venue or site specifications*** to facilitate the research process.
	1.3 Integrate the needs of all ***stakeholders***, including those with disabilities, into venue or site specifications.
2 Source event venues and sites.	2.1 Research potential venues and sites using appropriate ***information sources*** and ***research methods***.
	2.2 Assess the ***suitability of venues and sites*** based on comparison of services offered with event specifications.
	2.3 Evaluate venue and site capacity to deliver ***a range of quality outcomes*** through broader investigation and negotiation and liaison with venue and site personnel.
	2.4 Identify ***risk management issues*** associated with specific venues and sites and incorporate into broader event planning.
	2.5 Assess the need for tentative bookings and take action promptly.
	2.6 Coordinate ***multiple site or venue selection*** when required in a logical manner.
	2.7 Provide clear and accurate briefings on venue or site options to colleagues and key stakeholders to include recommendations and rationale and gain appropriate approvals.
3 Confirm venue or site arrangements.	3.1 Confirm venue or site arrangements accurately in writing when the selection process is finalised.
	3.2 Review and sign venue or site contracts within appropriate timeframes and within scope of individual responsibility.
	3.3 Integrate specific venue or site planning issues promptly into overall event management systems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to source and analyse a wide range of complex information and materials
- critical thinking skills to evaluate a range of venue or site options against complex criteria and make substantiated selection
- communication skills to liaise and negotiate with event stakeholders, including venue or site personnel
- literacy skills to interpret varied and complex venue or site information and materials and to develop complex accurate event documentation
- numeracy skills to estimate and negotiate costs for a range of on-site venue-related products and services.

The following knowledge must be assessed as part of this unit:

- operational requirements for different event types and their impact on the venue or site selection process.
- information sources for venue or site information for a broad range of event types
- different styles of venues and sites, the range of products and services offered and their suitability for particular event types
- venue and site options within a given locality
- presentation styles for venue or site information, typical information inclusions and how to interpret these
- features and requirements of typical venue or site contracts
- typical operational structures within different venues and sites, including relevant personnel, internal networks, organisational interrelationships and reporting structures
- risk management and environmental impact factors relevant to different types of venue or site.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to research and select an appropriate venue or site for a complex event
- ability to develop, interpret and analyse the range of information used in venue and site selection and confirmation process
- knowledge of different venue and site options within the local area
- conduct of venue or site selection process for at least two events, one of which becomes an event managed by the candidate.

Context of and specific resources for assessment

Assessment must ensure:

- access to venues and sites relevant to different types of events
- use of current industry documentation and publications relating to venues and sites
- access to and liaison with venue personnel during the selection process
- involvement of and consultation with event stakeholders.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the suitability of a venue or site selected by the candidate through attendance at the event
- case studies to assess ability to source and select venues and sites for different types of event
- review of documentation and specifications prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXEVT009A Develop event concepts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Overall venue or site requirements may relate to:

- event theme and image
- estimated numbers
- facilities and services to be provided
- budget
- audience or delegate profile and location.

Venue or site specifications would include details related to:

- budget parameters
- availability
- staffing
- staging and capacity
- technical capacity or potential
- access and timing, such as for set-up and break-down
- location and attendees' access issues
- participant capacity
- specific facilities and services, such as catering and size of area and equipment.

Stakeholders may include:

- attendees, delegates, guests or participants
- host organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• contractors and suppliers • clients • sponsors • emergency services • state, territory and local government regulatory authorities.
Information sources may include:	• local or regional and state cultural, tourism and sporting organisations • convention and visitor bureaus • land management and protection agencies • venue publications and directories • destination brochures • trade journals • internet.
Research methods may include:	• using own event industry networks • conducting desk research • calling for tenders • inspecting venue or site.
A range of quality outcomes may be affected by:	• assessment of previous experience with venue or site • level of cooperation shown by venue personnel • venue or site experience in holding similar events • willingness to negotiate on products, services and costs.
Assessment of the ***suitability of venues and sites*** may involve:	• the cost of the site • availability of site staff and ability to fulfil event requirements • availability of facilities for the use of event operator personnel • appropriateness of staging and technical capacity • available access times for set-up and break-down • suitability of the location for easy attendee access • participant capacity and ability for crowds to be controlled to ensure the safety and well-being of personnel and participants at the site

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- capacity for security to manage the participants
- quality of facilities and services
- availability of on-site storage and maintenance areas
- ability of site to accommodate services to manage personal comfort and any injury to attendees
- environmental sensitivity of the site and ability to accommodate facilities to minimise environmental impacts e.g. correct waste disposal.

Risk management issues may relate to:

- venue or site appeal for intended audience
- physical constraints
- safety issues
- security issues
- number of contractors to be coordinated
- access complications
- minimisation of environmental impacts on the site.

Multiple site or venue selection may relate to:

- touring a single event
- a single event requiring multiple sites
- staging of related events in multiple locations.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT013A Manage event staging

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage the staging and operation of a complex event comprising multiple components.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to staging management for any type of event. It may be relevant in any industry context, but has particular application in the cultural, community, hospitality, sporting and tourism sectors. The unit focuses on the key knowledge and skills required to manage overall event staging from an organisational and contractor management perspective. It requires the application of advanced planning, organisation and communication skills combined with a detailed knowledge of the event management process and broad understanding of individual specialist services.

A complex event comprising multiple components must involve:

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

It does not cover the high levels of technical expertise required to provide individual specialist services, including catering,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

technical, creative and sporting. The unit is distinct from staging specialisation units that apply to staging technicians and stage managers in the entertainment industry.

Depending on the event type and context, this role may be undertaken by a manager working within a venue or site, by an independent event manager or by a combination of both.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse event staging requirements.	1.1 Analyse ***event staging requirements*** based on detailed review of all aspects of the proposed event.
	1.2 Develop an accurate summary of staging requirements for each event component in consultation with ***key stakeholders***.
	1.3 Incorporate safety and risk management issues into all planning of event staging.
2 Source and negotiate staging contractors.	2.1 Identify and source appropriate ***contractors*** to provide services for the event.
	2.2 Provide accurate and complete ***staging specifications*** detailing precise requirements to contractors, based on sound product and service knowledge.
	2.3 Obtain complete and timely quotations for the provision of products and services.
	2.4 Analyse quotations, conduct negotiations and select contractors using product and service knowledge to make informed decisions.
	2.5 Confirm agreements with contractors in writing to include details and costs of all services.
3 Monitor staging contractors.	3.1 Monitor pre-event progress with staging components at regular intervals through ongoing liaison with contractors and other stakeholders.
	3.2 Evaluate work completed against event requirements and time schedules, and take appropriate action to address delays or other problems to maintain event quality and integrity.
	3.3 Assess the need for ***staging adjustments*** to maintain event quality and integrity and negotiate appropriate changes.
	3.4 Negotiate and confirm adjustments to maintain event quality and integrity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and negotiation skills to conduct complex negotiations for the supply of products and services, and to manage staging contractors during the event management and operations process
- problem solving skills to address complex issues, such as poorly-performing contractors, changing requirements and other operational constraints
- literacy skills to interpret and develop complex and detailed event documentation
- numeracy skills to work with budgets and detailed quotations for the supply of products and services.

The following knowledge must be assessed as part of this unit:

- different roles and responsibilities of organisations involved in event staging
- suppliers of staging products and services and sources of information on staging services
- specific risk management issues to be considered for different areas of event staging
- product and service terminology, features and options, and current technology in key areas of staging, including:
  - catering
  - venue or site services and set-ups
  - technical services, including audiovisual, lighting, sound, rigging and special effects
  - entertainers
  - registration requirements and set-ups
  - physical elements, including display, furniture and temporary structures
  - security
  - media coverage
  - safety equipment
- key inclusions for contractor briefing and specification documents.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- general knowledge of the range of staging services and related terminology to allow for informed planning and decision-making
- ability to source, organise and coordinate multiple staging contractors as part of the overall event management process
- management of the staging of at least one complex event.

Context of and specific resources for assessment

Assessment must ensure:

- access to an event venue
- access to all equipment required for the staging of an event
- liaison with and involvement of multiple contractors.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the staging of an event managed by the candidate through attendance at the event
- review of documentation used to manage staging contractors prepared by the candidate
- questioning of contractors to assess the organisational skills of the candidate
- case studies to assess ability to determine staging requirements for different events
- oral or written questions to assess knowledge of key staging services and relevant terminology
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Event staging requirements may relate to:	• exhibition set-up • audiovisual • disabled and emergency access • display and decoration • furniture and temporary structures • special effects • entertainment • sound and lighting • stage design • rigging • catering and catering set-up • security.
Key stakeholders may include:	• attendees, delegates, guests or participants • clients or host organisation • contractors and suppliers • sponsors • emergency services • regulatory authorities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Contractors may include:	• venues and sites • speakers and entertainers • staging and technical specialists, including pyrotechnicians, special effects, sound and lighting • display suppliers • caterers • equipment hire companies.
Staging specifications may include or relate to:	• price • performance standards • timelines • technical specifications for such things as equipment • theme-related requirements • regulatory requirements.
Staging adjustments may relate to:	• changes in numbers • capacity of supplier to deliver quality outcome • budgetary changes • unexpected difficulties with staging components.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT014A Develop conference programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop conference programs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals who are responsible for the overall design of a conference program and is relevant to the full range of industry contexts. The unit is specialised in nature, and relates to conferences that include a significant business program. It requires the application of detailed knowledge of conference formats and options as well as a sound understanding of learning and development issues that impact on program design.

Meetings or conference managers, either internal or external to the sponsoring organisation, undertake this role. They work autonomously in consultation with others, and often under the overall guidance of an organising committee.

More general conference organisation skills are found in business units such as BSBADM503A Plan and manage conferences.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish program requirements.	1.1 Analyse overall ***conference context***, ***scope and objectives*** in consultation with ***stakeholders*** to determine program parameters and balance.
	1.2 Develop and agree on ***specific program requirements*** in consultation with relevant stakeholders.
	1.3 Assess ***internal and external factors*** for impact on program design.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Design conference program.	2.1 Develop overall conference format within known budget, venue and staging constraints. 2.2 Research, analyse and assess various options for different ***program components*** and investigate ways to incorporate innovative approaches. 2.3 Identify and integrate the use of appropriate ***technologies*** in program development. 2.4 Include activities that integrate ***educational***, ***learning and development principles*** appropriate to the target audience.
3 Finalise program details.	3.1 Create cohesive program by integrating all program components. 3.2 Present proposed conference program to appropriate stakeholders within required timeframe. 3.3 Negotiate program details with stakeholders and gain appropriate approvals. 3.4 Initiate appropriate actions in relation to dissemination and publication of conference program.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to interrogate wide-ranging and complex information sources to develop options for different conference program components
- critical thinking skills to analyse, assess and distil program options to best meet conference objectives
- communication skills to consult and reach agreements with stakeholders on program details and to present program information
- literacy skills to research and interpret complex information
- numeracy skills to work with conference schedules and timing issues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- typical conference session formats, and the features, advantages and disadvantages of different options
- scheduling options and issues for conferences of varying durations
- links between different program components and how these affect program design
- needs of different segments of the market (e.g. corporate, associations and government) in relation to conference activities
- range of options for conference staging, including key staging components, room layouts and current technologies
- educational, learning and development principles, including learning principles for different groups, varying learning styles and features of learning materials
- features of academic abstracts and how these are used.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to design a practical conference program to meet overall objectives and needs of the target audience within budgetary guidelines • detailed knowledge of the range of options available to conference organisers in terms of venues, staging, format, and pre and post-touring components • development of a program for at least one conference that is actually held.
Context of and specific resources for assessment	Assessment must ensure: • involvement of a sponsoring organisation or individual with whom the candidate must liaise • use of current industry information sources and technology to develop conference program option.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to develop a program for a conference
- case studies or projects to assess knowledge of programming for different types of conferences
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTPPD003B Source and package tourism products.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Conference context*, *scope and objectives may relate to:

- current local, national and international industry or community issues and activities
- profile of the host organisation
- internal organisation objectives and development needs
- wider industry development needs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- current and emerging research
- characteristics of desired delegates
- required timing and dates for conference.

Stakeholders may include:

- clients
- organising committees
- management
- industry associations
- event-specific practitioners, such as medical practitioners at a medical conference
- community organisations.

Specific program requirements may relate to:

- program duration
- keynote speakers and facilitators
- learning and development focus
- balance of social and business program.

Internal and external factors may include:

- speaker or facilitator availability
- venue-related issues
- current and emerging industry trends
- emerging research.

Program components may include:

- business program, such as:
  - plenary sessions
  - workshops and break-out sessions
  - remote components
- breaks
- catering
- links with other parallel events
- social program
- pre and post-touring elements.

Technologies may relate to:

- ways to enhance presentations
- remote conferencing options
- venue requirements
- delivery of program information to delegates.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Educational**, **learning and development principles may relate to:	• principles of adult learning • different learning styles of particular groups • key principles in developing learning materials and designing educational experiences • use of interpretive techniques • action and experiential learning.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT015B Manage exhibitions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement plans and procedures for the management and operation of exhibitions. All other Events units are applicable to exhibition management. This unit focuses only on the issues specific to commercial exhibitions.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for the development and implementation of exhibition plans and procedures in any industry or community context.

Exhibitions are events that bring buyers and sellers together to view and sell products and services. They may be trade or consumer focused.

This unit focuses on the application of the specific knowledge and skills required for exhibition management. In particular, it includes establishing systems and formats for bringing buyers and sellers together, recruiting and managing exhibitors, and setting up physical exhibitions.

Exhibition management requires the application of significant communication, planning and organisational skills underpinned by detailed knowledge of exhibition operations. A senior coordinator or manager undertakes this role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish overall exhibition scope and format.	1.1 Assess proposed ***exhibition*** concept to determine planning and operational requirements. 1.2 Consult with key ***stakeholders*** and agree on ***exhibition objectives***. 1.3 Develop overall format in consultation with ***stakeholders***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Establish and manage exhibition layouts and floor plans.	2.1 Assess the physical characteristics of the exhibition space in relation to its capacity to meet requirements. 2.2 Assess ***safety***, ***risk and environmental issues*** that may impact on exhibition layouts. 2.3 Establish ***criteria for the allocation of space*** according to exhibition objectives and in consultation with ***stakeholders***. 2.4 Allocate space according to agreed criteria. 2.5 Identify, negotiate and resolve any conflicting demands for exhibition space according to agreed criteria. 2.6 Organise development of accurate and complete floor plans based on agreed layouts and criteria.
3 Establish and manage format for buyer and seller interaction.	3.1 Determine most appropriate ***format for buyer and seller interaction*** based on analysis of exhibition objectives, operational constraints and consultation with key stakeholders. 3.2 Establish and monitor procedures and systems for one-to-one appointment scheduling when required. 3.3 Generate and distribute reports and schedules of interaction to buyers and sellers.
4 Recruit and manage exhibitors.	4.1 Develop clear, concise and professional exhibitor prospectus, including full breakdown of costs, benefits and other relevant exhibitor information. 4.2 Distribute and present ***exhibitor prospectus*** according to agreed targets and marketing plan. 4.3 Undertake follow-up promotion and negotiation as required to ensure maximum take-up of space and profitability of the exhibition. 4.4 Execute exhibitor contracts and agreements to include full details of commitments made by both parties. 4.5 Provide or organise ***exhibitor support services***. 4.6 Develop and distribute accurate and complete ***exhibitor kits*** at appropriate time prior to exhibition. 4.7 Provide or organise exhibitor operational support,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	including ***briefings and debriefings*** according to agreements.
	4.8 Minimise use of printed materials and maximise electronic transmission of all exhibitor and exhibition documents to reduce negative environmental impacts.
5 Evaluate exhibition operations.	5.1 Evaluate exhibition effectiveness based on agreed ***evaluation criteria***.
	5.2 Ensure outcomes of evaluation are incorporated into future exhibition planning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to establish and manage cohesive operational procedures and systems
- communication skills to consult, liaise and negotiate with a wide range of stakeholders on complex planning and operational issues
- critical thinking skills to evaluate complex information from multiple sources, and to develop management approaches based on those evaluations
- literacy skills to interpret and develop complex and varied exhibition management documentation
- numeracy skills to work with budgets and spatial planning issues.

The following knowledge must be assessed as part of this unit:

- detailed knowledge of the exhibitions sector, including different types of exhibitions, key planning and operational components and industry networks
- broader event management issues that affect exhibition planning and management
- issues and challenges commonly encountered in exhibition and exhibitor management
- formats and options for bringing buyers and sellers together, including suitability of different formats for different types of exhibition
- current exhibition technology and equipment options
- legislation, regulations and industry codes that affect commercial exhibitions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- specific risk management issues for commercial exhibitions
- resource requirements for different exhibition components and activities, including financial, human and physical resources
- correct and environmentally sound disposal methods for all types of waste and in particular for recycling high levels of paper based resources associated with exhibitions.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- detailed knowledge of exhibition planning and operations
- demonstration of skills through management of an exhibition
- ability to coordinate efficient, resource effective and safe exhibitions and provide services that meet agreed client requirements.

Context of and specific resources for assessment

Assessment must ensure:

- access to venues for staging of exhibitions
- use of current information on which to base planning
- involvement of and interaction with stakeholders as part of the planning process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of exhibition plans and procedures developed by the candidate
- case studies to assess candidate's ability to develop approaches for a range of exhibition styles and contexts
- review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Exhibition may be:	• trade • consumer • combination trade and consumer.
Stakeholders may include:	• organising committees • industry bodies • seller representatives.
Exhibition objectives may relate to:	• industry exposure • sponsor exposure • numbers and ratios of buyers and sellers • profile of buyers and sellers (e.g. balance between small and large, generalist and specialist, etc.)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- media coverage
- industry education
- dollar value of business completed.

Safety, risk and environmental issues may relate to:

- access
- maximum numbers of exhibitors
- space requirements to avoid overcrowding
- allowance for allocation of non-exhibition space to effective waste disposal and recycling facilities
- technical issues, including cabling and power sources
- food safety requirements and impact on space.

Criteria for the allocation of space may relate to:

- exhibitor participation level
- required balance and variety of exhibitors
- sponsorship arrangements
- placement or proximity of equipment required by different exhibitors
- guidelines on proximity of exhibitors in direct competition
- exhibition layout themes or overall schemas.

Format for buyer and seller interaction may be:

- free flow
- prearranged appointments
- appointments made during exhibition period
- scheduled presentations, including plenary, workshops and carousel
- combination of different formats.

Exhibitor prospectus may include information on:

- overall market context
- venue details and features
- marketing plans
- attendance expectations
- previous performance data
- participation costs, at different levels
- sample layouts and floor plans
- buyer and seller interaction format, such as free flow and prearranged appointments
- benefits of participation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- endorsements
- sponsor material or information
- support services, including travel and accommodation
- information on transport of materials and equipment.

Exhibitor support services may include:

- travel
- accommodation
- assistance with additional promotions
- answering general enquiries
- providing updated information.

Exhibitor kits may include:

- venue details
- detailed floor plans
- access information
- delivery details for materials and equipment
- technical services information or contacts
- confirmation of travel or accommodation arrangements
- confirmation of buyer appointment schedules
- times of exhibitor presentations
- sponsor material or information
- paper-based or electronically transmitted materials.

Briefings and debriefings may include:

- location and venue maps
- summary exhibition information and support materials
- emergency procedures, including emergency telephone contacts.

Evaluation criteria may relate to:

- exhibitor, buyer and sponsor feedback
- operational efficiency
- number of attending buyers
- venue service levels
- effective use of resources to minimise waste and environmental impacts
- profitability of the exhibition to the exhibition management business.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT016B Organise and monitor event infrastructure

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate infrastructure and facilities for a complex event comprising multiple components, where these do not already exist at a venue or site. It therefore builds on other Events units, such as SITXEVT013A Manage event staging.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals managing events in any industry context. It is particularly relevant to the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

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

Many events take place at outdoor venues or at locations where infrastructure and facilities are minimal. Significant event operations knowledge combined with organisational and management skills are required to establish that infrastructure and make it operational.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

This role is undertaken by an event manager working autonomously, but in consultation with suppliers, colleagues and broader event stakeholders.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify event infrastructure requirements.	1.1 Liaise with ***relevant authorities*** at the commencement of the event management cycle to ensure regulatory requirements are integrated into the planning process.
	1.2 Identify and analyse ***infrastructure and facility requirements*** based on a detailed review of all aspects of the proposed event and ***venue***.
	1.3 Develop an accurate summary of infrastructure requirements for each event component in consultation with key stakeholders.
	1.4 Incorporate ***safety***, ***security***, ***risk and environmental management issues*** into all planning documentation and processes.
2 Establish and organise event infrastructure.	2.1 Identify and source appropriate infrastructure and facilities contractors.
	2.2 Provide accurate briefings to contractors in relation to infrastructure requirements, ensuring all safety, legal and technical requirements are covered.
	2.3 Obtain complete and timely quotations for the provision of event services.
	2.4 Analyse quotations and select contractors according to legal and ***licensing requirements*** and in consultation with key stakeholders.
	2.5 Involve ***relevant authorities*** in the planning process by providing relevant and timely information.
	2.6 Take account of ***stakeholder*** views in establishing infrastructure and facilities.
3 Monitor event infrastructure.	3.1 Monitor progress with infrastructure and facilities through ongoing liaison with contractors.
	3.2 Identify the need for adjustments to infrastructure requirements and organise appropriate changes with confirmation in writing.
	3.3 Evaluate work completed against event requirements prior to event commencement and take appropriate corrective action where necessary.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.4 Coordinate the installation, utilisation and dismantling of facilities and infrastructure to minimise environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- analytical skills to plan and organise event infrastructure
- communication and negotiation skills to work with event contractors
- literacy skills to interpret a wide range of event management documentation
- numeracy skills to interrogate and interpret quotations for provision of event services.

The following knowledge must be assessed as part of this unit:

roles and responsibilities of various organisations involved in staging of events

- infrastructure requirements for a range of event types, including issues and challenges and suitability of infrastructure for different venues
- terminology and services in key areas related to event infrastructure and facilities, including:
  - temporary water and power supply
  - portable and demountable toilets
  - temporary structures, including marquees and demountables
  - mobile catering outlets
  - waste disposal and recycling
- suppliers of services related to event infrastructure and sources of information on those suppliers
- risk management and safety issues to be considered for key areas of event staging
- Australian standards that relate to event operations
- environmental sensitivity of various event sites and particular sites used by the event operator.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to organise and monitor infrastructure for an event in a location with minimal existing facilities and services
- ability to manage the efficient, resource effective, environmentally protective and safe on-site operation of an event, including all aspects of preparation, set-up, operation and move-out
- knowledge of the issues that specifically impact on the organisation of events in venues without infrastructure, including requirements of relevant authorities, Australian standards and OHS regulations
- demonstration of skills through the organisation and monitoring of the infrastructure requirements for at least one event where the candidate plays a key management role.

Context of and specific resources for assessment

Assessment must ensure:

- access to venues and sites that require infrastructure
- access to all equipment required for the staging of a complex event
- liaison with and involvement of suppliers and local authorities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the infrastructure through attendance at an event managed by the candidate
- review of documentation used to coordinate infrastructure prepared by the candidate
- questioning of contractors to assess the organisational skills of the candidate
- case studies to assess candidate's ability to determine

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	infrastructure requirements for different events • questions to assess candidate's knowledge of infrastructure services and terminology • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SITXEVT012A Select event venues and sites.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Relevant authorities may include:	• local government • state or territory government • land management and protection authorities • police • ambulance • fire services.
Infrastructure and facility	• those which make effective use of water an energy

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

requirements may include:

resources to minimise environmental impacts

- power supply
- water supply
- heating or air conditioning
- public toilets
- erection of temporary structures
- scaffolding
- emergency services
- car and coach parking
- transport systems
- camping sites or other temporary accommodation
- signage
- media services and impacts
- first aid stations to manage any injury or illness suffered by participants
- disabled access
- waste disposal and recycling facilities.

Venue may be:

- indoor
- outdoor
- established event location
- untested event location.

Safety, ***security***, ***risk and environmental management issues*** may relate to:

- participant access
- crowd control to ensure the safety and well-being of event personnel and participants at the event site
- capacity for security personnel to manage the participants
- weather and climate impacts
- protecting equipment
- traffic
- equipment failure
- power failure
- responsible service of alcohol
- food safety issues
- use of systems, resources and facilities which minimise environmental impacts to the event site
- the correct installation and removal of infrastructure and facilities to ensure site is left in good condition.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Licensing requirements may relate to:	• builders and building work • electricians and electrical work • plumbers and plumbing work • gas fitters • handling of hazardous materials • forklift operations • special effects.
Stakeholders may include:	• clients • sponsors • local residents • organising committees • local businesses • potential and actual attendees • business associations.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT017B Provide on-site event management services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate the final preparation and set-up of a complex event comprising multiple components and to manage all aspects of the on-site operation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals managing events in any industry context, but it is particularly relevant to the cultural, community, hospitality, sporting and tourism sectors.

A complex event comprising multiple components must involve:

need for a comprehensive and multifaceted event plan

need for a formal internal or external communications strategy

dedicated and diverse event budget

multiple administrative and operational components

a wide range of stakeholders

an event operations team.

On-site management of a complex event requires considerable organisational, communication, negotiation and problem-solving skills as well as detailed knowledge of the range of issues and challenges that impact on event operations. Those with managerial responsibility undertake this role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for on-site management.	1.1 Develop ***plans and procedures for on-site management*** based on assessment of overall event requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Analyse final arrangements for all aspects of the event and address any discrepancies or outstanding matters.
	1.3 Develop and collate ***materials to facilitate effective on-site management***.
	1.4 Organise and provide accurate ***event briefings*** to operational staff and contractors prior to the event, including clarification of roles and responsibilities.
2 Oversee event set-up.	2.1 Establish contact with ***relevant contractors*** at the appropriate time and reconfirm all requirements.
	2.2 Assess all aspects of event set-up against the ***prearranged operational agreements***.
	2.3 Assess set-up to ensure appropriate access and safety issues have been addressed.
	2.4 Identify any ***deficiencies and discrepancies*** and take prompt action to negotiate any necessary adjustments with the appropriate contractor to rectify the situation.
	2.5 Brief any additional on-site staff on full details of the meeting or event operation, including ***communication and control mechanisms***.
3 Monitor event operation.	3.1 Monitor event operation through observation and appropriate ***communication and control mechanisms***.
	3.2 Identify and analyse ***operational problems*** or need for additional services as they arise and take prompt action to address.
	3.3 Liaise with the client throughout the event to ensure it is progressing to his or her satisfaction.
	3.4 Monitor and ensure effective delivery of services through ongoing liaison with contractors.
4 Oversee event break-down.	4.1 Ensure ***event break-down*** is completed according to agreements.
	4.2 Debrief operational staff and contractors as required with view to future operational and service improvements.
	4.3 Check and sign accounts according to contractor agreements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.4 Assess matters requiring post-event action and initiate relevant processes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking skills to evaluate and assess event requirements for on-site management
- problem-solving skills to evaluate and address a wide range of unpredictable operational issues within tight time constraints
- communication skills to lead, liaise and negotiate with a wide range of stakeholders on potentially complex and unpredictable operational issues
- negotiation skills to allow for on-the-day negotiations where time constraints play a key factor
- literacy skills to interpret and develop potentially complex event documentation
- numeracy skills to address a range of operational and planning issues that may include the need to manage the flow of a large number of people and work quickly and accurately with budget figures and estimates.

The following knowledge must be assessed as part of this unit:

- typical systems, procedures and logistics for on-site management, including:
- contractor communication mechanisms and protocols, including main liaison person within a venue, hierarchy of control and walkie-talkie options
- operational control documents, such as running sheets and how they are used
- techniques for managing stress and time during the operation of an event
- detailed characteristics of written contractor documentation across a wide range of services, including venue, technical, catering and staging
- safety and risk issues associated with different types of event, such as movement of numbers of people and security issues in particular situations
- environmental impacts and minimal impact practices for the construction, maintenance and disposal of event staging components
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to manage the efficient, environmentally protective and safe on-site operation of an event, including all aspects of preparation, set-up, operation and move-out
- knowledge of the range of issues and problems that may arise during the conduct of meetings and events
- demonstration of skills in managing the on-site aspects of more than one complex event
- presence of commercially realistic time pressures related to the operation of an event.

Context of and specific resources for assessment

Assessment must ensure:

- participation of a team of operational staff involved in delivering an event
- involvement of suppliers of equipment and services
- realistic ratios of operational staff to participants, delegates or guests
- use of meeting and event operational documents and equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the operational efficiency and service quality at an event site-managed by the candidate
- evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- review of documentation, such as running sheets and other site management plans prepared by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate
- written and oral questioning or interview to test knowledge of management procedures and systems, event documentation requirements and negotiating techniques
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXMGT003A Manage projects.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Plans and procedures for on-site management may be related to:

- registrations
- organising committee
- record-keeping and reporting
- special needs
- risk management
- crowd control

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• event timings • contractor communication • minimisation of environmental impacts on the site.
Materials to facilitate effective on-site management may include:	• running sheets • copies of agreements with clients • copies of agreements with all contractors • contact numbers for all contractors • contact numbers for emergency services • briefing papers • pre-determined processes and procedures for managing risks to personnel, participants and he site environment.
Event briefings may be:	• face-to-face • in writing • on telephone.
Relevant contractors may include:	• venues • speakers and facilitators • staging suppliers • display suppliers • caterers • entertainers • equipment hire companies.
Prearranged operational agreements may relate to:	• the correct installation of infrastructure and facilities to ensure minimal impacts to the site • availability of materials and equipment • room set-ups • staging and technical equipment • display and signage • food and beverage arrangements • registration areas.
Deficiencies and discrepancies may include:	• incorrect room set-ups • incorrect staging

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• faulty or unavailable technical equipment • lack of equipment to manage displays and signage • shortage of food and beverage • inappropriate space in registration areas • inappropriate management of risk to personnel, participants and the site environment.
Communication and control mechanisms may include:	• guidelines on hierarchy of control and associated reporting lines during the event • regularity of updates to event managers • specific performance indicators • contingency plans.
Event break-down may involve:	• the correct removal of infrastructure and facilities to ensure site is left in good condition • packing and removing items • debriefing participants, exhibitors and contractors • liaising with venue and site personnel.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT018B Develop a transport strategy for an event

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to identify the transport needs for an event and develop an appropriate transport strategy.

Application of the Unit

Application of the unit This unit applies to individuals organising events in any industry context. It is particularly relevant in the community, cultural, sporting and tourism sectors where event management is a key activity. This unit has particular application in the transport industry, where transport companies may be called upon to work on the development of an event transport strategy.

The unit does not cover the specialist skills required to manage and monitor large transport fleets, as these roles are undertaken by individuals working as transport specialists.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse transport needs.	1.1 Determine overall event transport needs based on analysis of ***key event information***. 1.2 Identify and assess specific transport needs of different ***event stakeholders***, including those with special needs. 1.3 Determine need for ***specialist assistance*** and involvement of ***authorities*** in the transport planning process.
2 Develop strategies to meet differing transport needs.	2.1 Identify and assess various ***transport options and resources*** in consultation with relevant suppliers. 2.2 Assess the particular ***transport issues and risks*** presented by event location, geography and environmental harm to the event site. 2.3 Analyse the legal, safety and insurance issues as they

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	relate to event transport.
	2.4 Analyse and incorporate particular transport issues and risks into transport strategy development.
	2.5 Evaluate impacts of ***broader event management constraints and issues*** as they relate to event transport.
	2.6 Consult with and gain input from relevant event stakeholders about transport strategies at appropriate times prior to the event.
	2.7 Develop ***evaluation criteria*** for the transport strategy in consultation with stakeholders.
3 Develop transport logistics plan.	3.1 Develop and document specific ***procedures to address transport operational requirements***, considering potential new and improved approaches if appropriate.
	3.2 Identify critical tasks and allocate responsibilities and timelines.
	3.3 Allocate transport resources to maximise efficient use of space, cost effectiveness and profitability.
	3.4 Integrate ***human resource requirements*** into the logistics plan and liaise with appropriate colleagues.
	3.5 Develop and articulate ***contingency and critical incident procedures*** within the logistics plan.
	3.6 Provide ***briefings and relevant information*** to those involved in provision of transport services and to other stakeholders.
4 Evaluate transport strategies.	4.1 Evaluate efficiency and effectiveness of the transport strategy based on agreed evaluation criteria.
	4.2 Ensure outcomes of evaluation are incorporated into future event preparations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- planning and organisational skills to develop and manage transport logistics
- research and critical thinking skills to source and analyse information on transport options
- communication and negotiation skills to consult with stakeholders and negotiate arrangements with suppliers
- contingency management skills to address transport problems
- literacy skills to develop complex plans and documents for the management of event transport
- numeracy skills to work within event budgets and develop different scenarios for consideration.

The following knowledge must be assessed as part of this unit:

- broad event management process and role of transport planning in relation to other event management functions
- types of events that require the development of dedicated transport strategies
- sources of specialist assistance for complex transport planning
- different transport alternatives for consideration in the planning process
- general operational knowledge of the various transport options, including private and public variations for air and land transport
- technology and equipment used for coordination of transport services
- legislation, regulations and industry codes that affect transport planning
- risk management issues associated with event transport
- resource requirements for a transport strategy, including financial, human and physical resources
- efficient use of combined transport options to maximise use of space and profitability for event operations
- environmental access and site impacts and minimal impact practices to be considered in coordinating suitable transport options.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to analyse transport needs for an event and develop resource and cost efficient strategies and transport logistics plans
- knowledge of the factors to be considered when developing an event transport strategy and the particular risk and contingency management issues
- demonstration of skills through the development of a transport strategy and logistics plan for at least one complex event.

Context of and specific resources for assessment

Assessment must ensure:

- use of current information and resource options to develop the strategy
- involvement of and interaction with stakeholders and suppliers as part of the planning process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of event transport strategies and operational plans prepared by the candidate
- case studies to assess candidate's ability to develop transport strategies for a range of different events
- questions to assess detailed knowledge of different event transport issues and options
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Key event information may include:

- general nature of event
- event management structures
- level of government involvement
- location
- dates and times
- duration
- number and type of activities, such as sport or individual programmed events
- numbers attending
- scope of physical staging elements.

Event stakeholders may include:

- organising committees
- media
- participants, competitors and delegates
- officials
- spectators or audiences
- VIPs
- volunteers and paid staff
- authorities, such as local government, emergency services and roads authorities.

Specialist assistance may include:

- transport experts
- local authorities
- emergency services.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Authorities may include:

- local government
- state government, such as state roads authorities
- land management and protection agencies
- emergency services, including police, ambulance and fire service
- other industry bodies, such as certifying bodies.

Transport options and resources may include:

- public transport system, including:
  - trains
  - bus network
  - ferries
  - light rail and trams
- private transport system, including:
  - airlines
  - coach services
  - taxis
  - hire cars, minibuses and limousines
  - private vehicles
  - charter services
  - dedicated disabled transport, including taxis and buses
  - animal transport.

Transport issues and risks may relate to:

- general nature of location, such as major metropolitan, regional, country or remote
- restricted access
- road surface or terrain
- distance between event venues
- distance between event venues and other facilities such as accommodation and service centres
- distance between accommodation providers and venues
- traffic issues, such as peak periods and traffic regulations
- environmental sensitivity of access areas and the event site itself.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Broader event management constraints and issues may include:	• overall event management structures • specific event objectives • budget • human resources • other staging requirements • factors external to the event, such as other events • requirements to manage minimal impact to the natural environment of access to and the site itself.
Evaluation criteria may relate to:	• efficient use of combined transport options to maximise use of space and profitability for the event operator • service quality • environmental targets • financial targets • attendance targets • time targets for movement of people and equipment.
Procedures to address transport operational requirements may relate to:	• contacting relevant authorities for information and permission • available transport and timetables • contingency and backup transport options • security • vehicle refuelling • parking • pick-up and drop-off procedures • human resource requirements, including marshals, guides and drivers • training requirements • adequate provision for buses • emergency services presence and access • arrival of clients - dump or trickle • adequate provision for disabled people.
Human resource requirements may include:	• drivers • guides • volunteers • marshals • interpreters

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• on-site supervisors.
Contingency and critical incident procedures may relate to:	• equipment breakdown • traffic problems • adverse weather • event staff sickness • internal and external delays to event.
Briefings and relevant information may include:	• summary procedures • emergency contact details • contingency procedures • maps and other geographical information, including route maps between venues and sites and information for venues, sites and local area.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXEVT019A Manage multi -venue events

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit deals with the performance outcomes, skills and knowledge required to develop strategies to manage an event across a number of venues. It focuses only on the additional knowledge and skills required in the context of cross-venue event operations. CULMS012A Plan event touring, is used more to reflect the skills required when the same event is toured to different venues.

Application of the Unit

Application of the unit

This unit applies to individuals managing events in any industry context. It is particularly relevant in the cultural, community, hospitality, sporting and tourism sectors.

Planning and management of an event using multiple venues or sites requires application of significant analytical and management skills, combined with a strong understanding of event management operational issues. This role is undertaken by an event manager working autonomously, often in consultation with an event organising committee.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess and respond to planning and management implications for multi-venue events.	1.1 Determine the ***potential impact*** of ***multi-venue operations*** through analysis of ***event scope and complexity***. 1.2 Analyse ***specific risks associated with multi-venue events***. 1.3 Integrate ***multi-venue considerations*** into ***broader event management structures and processes***.
2 Conduct multi-venue	2.1 Identify broad parameters for venue selection based on

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
selection process.	evaluation of overall event objectives.
	2.2 Incorporate specific multi-venue considerations into the venue or site selection process.
	2.3 Determine best combination of venues to meet event needs.
3 Develop operational procedures to address multi-facility issues.	3.1 Assess and respond to ***geographical factors*** arising from multi-venue operations.
	3.2 Evaluate need for ***consistency across venues*** and develop appropriate guidelines in consultation with venue personnel.
	3.3 Develop ***contingency and critical incident procedures*** for multi-venue operations.
	3.4 Develop clear and concise procedures and distribute to relevant venues.
4 Address multi-facility communication requirements.	4.1 Assess ***inter-venue communication*** needs and determine most appropriate form of communication, using relevant technology.
	4.2 Organise relevant resources to achieve effective inter-venue cooperation.
	4.3 Develop and distribute ***communication protocols and procedures*** in consultation with venues.
5 Evaluate multi-venue operations.	5.1 Evaluate multi-venue event operations in terms of efficiency, communication and service provision.
	5.2 Incorporate outcomes and learning into future event planning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to develop practical operational procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- critical thinking skills to evaluate a range of complex information and develop operational strategies and procedures
- communication and negotiation skills to work with multiple venue stakeholders
- contingency management skills to address operational issues across multiple venues
- literacy skills to interpret and develop complex documentation
- numeracy skills to assess budget impacts of multi-venue operations.

The following knowledge must be assessed as part of this unit:

- types of events that require the use of multiple venues, and implications of multi-event operations on management structures, processes and procedures
- inter-venue communication options, including relevant technologies to suit particular event requirements
- risk management issues associated with the use of multiple venues for an event
- legal issues associated with the use of multiple venues for an event
- additional resource and staging requirements of a multi-venue event.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to develop operational and communication strategies and procedures for the management of events across a number of venues • ability to select an appropriate set of venues for a multi-venue event • detailed knowledge of management and operational issues to be addressed for a multi-venue event • demonstration of skills through development of plans and procedures for at least one multi-venue event.
Context of and specific resources for assessment	Assessment must ensure:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- access to multiple event venues
- involvement of and interaction with venue personnel to establish appropriate operational and communication strategies and procedures
- use of current and complete venue information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of plans and procedures developed by the candidate to address multi-venue operations
- case studies to assess candidate's ability to address multi-venue considerations for a range of different events
- questions to assess detailed knowledge of the operational issues to be addressed for a multi-venue event
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXEVT012A Select event venues and sites.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Potential impact of multi-venue operations may relate to:	• human, financial and physical resources • operational complexities • safety • management and operating structures.
Multi-venue operations may include:	• sporting events • festivals • conferences.
Event scope and complexity may relate to:	• number of venues • number of attendees • degree of movement of people or equipment between venues • number of different services to be provided at each venue.
Specific risks associated with multi-venue events may include:	• delays • communication issues • consistency of presentation and standards • security complications • crowd control • expansion in number of contractors and associated management requirements.
Multi-venue considerations may relate to:	• distances between venues • comparative venue standards and facilities • distances from venues to other facilities.
Broader event management structures and processes may include:	• overall event management structures • specific event objectives • budget

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- human resources
- staging requirements
- factors external to the event.

Geographical factors may include:

- distance
- traffic routes
- terrain
- levels of congestion
- public transport services between venues.

Consistency across venues may relate to:

- differing weather conditions
- waste management
- environmentally sensitive areas, such as forests and national parks.

Contingency and critical incident procedures may relate to:

- equipment breakdown
- traffic problems
- adverse weather
- event staff sickness
- internal and external delays to event.

Inter-venue communication might involve:

- telephone systems
- computer networks
- two-way radios
- video links or videoconferencing.

Communication protocols and procedures may relate to:

- lines of communication
- methods of communication
- time requirements.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Event Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN001A Process financial transactions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to process simple financial transactions in a range of workplace contexts. Cash and other types of transactions are included in the unit.

Application of the Unit

Application of the unit This unit applies to individuals working in a frontline service role whose job role includes accepting and processing payments for services and reconciling takings at the end of a given service period.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Process receipts and payments.	1.1 Receive and check cash float accurately where appropriate using correct documentation.
	1.2 Check payments received from the customer and give correct change where appropriate.
	1.3 Prepare and issue accurate receipts including all relevant tax details.
	1.4 Process and record ***transactions*** according to organisation and financial institution procedures.
	1.5 When cash payments are required, check documents and issue cash according to organisation procedures.
	1.6 Conduct transactions using appropriate software applications.
	1.7 Conduct transactions to meet organisation speed and customer service standards.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Reconcile takings.	2.1 Perform ***balancing procedures*** at the designated times according to organisation policy and in consultation with colleagues.
	2.2 Where appropriate, separate any cash floats from takings prior to balancing procedure and secure according to organisation procedures.
	2.3 Determine register or terminal reading or printout where appropriate.
	2.4 Remove payments received and transport according to organisation ***security procedures***.
	2.5 Count and calculate payments accurately.
	2.6 Determine balance between register or terminal reading and sum of payments accurately.
	2.7 Investigate or report discrepancies in the reconciliation within scope of individual responsibility.
	2.8 Record takings according to organisation procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to identify and investigate a range of routine reconciliation discrepancies
- literacy skills to read and interpret documentation, such as credit card details, receipts or cash float documentation
- numeracy skills to tender correct change and undertake simple financial reconciliations.

The following knowledge must be assessed as part of this unit:

- procedures for processing different types of transactions in the relevant industry context
- underpinning principles of the reconciliation and balancing process
- relevant software, such as point of sale
- role and importance of the reconciliation and balancing process in a broader financial

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

management context
- security procedures for cash and other financial documentation
- how GST affects financial transactions in a given industry context.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to conduct accurate and secure financial transactions • ability to balance transactions within acceptable organisation timeframes • knowledge of security principles and procedures in relation to tender and other financial documentation • ability to work within time constraints typical of the industry environment, such as several people waiting to pay their bill • processing of multiple and varied transactions to address different situations and contexts.
Context of and specific resources for assessment	Assessment must ensure: • use of legal tender and industry-current processing equipment, such as credit card machines and tills • completion of transactions with a number of customers with varying requirements.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate processing financial transactions and balancing takings • review of reconciliation documentation prepared by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	candidate • written or oral questions to assess knowledge of procedures for cash or non-cash transactions • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Transactions may include:	• cash • credit cards • cheques • EFTPOS • deposits • advance payments • vouchers • company charges • refunds • travellers cheques • foreign currency.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Balancing procedures may be:	• manual • electronic.
Security procedures may relate to:	• process for taking cash from customers • managing floats, such as when to reduce cash held • maintaining low levels of cash in tills • rules for when and how cash should be counted • handling customer claims of short change • transporting takings to the bank • procedures in the event of a hold-up.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN002A Maintain financial records

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to maintain accurate financial records in a range of business contexts.

Application of the Unit

Application of the unit This unit focuses on generic bookkeeping skills and principles and must therefore be contextualised to meet specific industry contexts. It does not reflect the skills of a specialist bookkeeper. In the workplace, this function may be integrated with other activities and systems such as guest registration or travel file management. It is also highly likely that systems for maintaining financial records will be automated.

While individuals working at an operational level undertake this role, it may also be relevant to small business managers who administer their own accounts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Post transactions.	1.1 Organise and interpret ***source documents*** accurately in preparation for entering ***transactions***.
	1.2 Identify any irregularities in documentation promptly and take action to resolve within scope of individual responsibility and designated timeframes.
	1.3 Check or obtain correct authorisation for entry.
	1.4 Select correct account and journal for intended entry.
	1.5 Enter credit and debit transactions into journals, including correct allocation of all amounts within designated timeframes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.6 Support journal entries with explanation and cross-referencing to support documentation where necessary.
	1.7 Cross-check source documentation with entered transaction to ensure matching.
	1.8 File source documents in the correct location and according to organisation procedures.
2 Reconcile transactions to a balance.	2.1 Check documentation and balances to ensure matching.
	2.2 Where appropriate, use reconciliation features of computerised systems correctly to assist the reconciliation process.
	2.3 Where necessary, investigate and clear outstanding entries accurately and promptly in consultation with appropriate colleagues.
	2.4 Identify, investigate or report discrepancies according to scope of individual responsibility.
	2.5 Finalise ***reconciliations*** within designated timelines and provide information to colleagues.
3 Retrieve financial information.	3.1 Interrogate financial records correctly to identify required information.
	3.2 Generate and distribute relevant ***routine financial reports or information*** at designated times and in response to requests from colleagues.
	3.3 Check financial reports for accuracy prior to distribution.
	3.4 Identify, investigate or report discrepancies according to scope of individual responsibility.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- problem-solving skills to identify and resolve discrepancies in transaction journals and reconciliations
- organisational skills to logically organise, file and maintain a wide range of business source documents
- literacy skills to interpret a range of source documents
- numeracy skills to make basic calculations, identify numerical discrepancies and work with financial reconciliations.

The following knowledge must be assessed as part of this unit:

- features of financial record-keeping systems relevant to the industry sector or organisation
- bookkeeping cycle relevant to a particular industry sector or organisation
- principles of bookkeeping and general understanding of bookkeeping terminology, including charts of accounts, reporting periods, ledgers, double-entry, debits, credits, debtors, creditors, income, expenditure, receipts, disbursements, transactions, journals, accounts, reconciliations, unpresented cheques, bank charges, and direct debits and credits
- impact of GST on the bookkeeping process in the relevant industry context, including the types of transactions that attract GST or are GST-exempt and the GST reporting requirements for different businesses
- bookkeeping terminology of specific relevance to an industry sector or organisation
- income and expenditure types relevant to a particular industry sector or organisation
- nature of source documents relevant to a particular industry sector or organisation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • understanding of financial record-keeping processes as they apply to a particular industry sector or organisation • ability to maintain accurate records within acceptable organisation timeframes and according to organisation requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- ability to complete reconciliations and resolve routine bookkeeping problems within organisation-acceptable timeframes
- posting of multiple transactions of different types over a period of time to reflect the typical trading or reporting period within a given sector or organisation
- completion of reconciliations that include data of a size, scope and nature to reflect current industry practice
- generation of financial information and routine reports that reflect current industry format and practices
- presence of time constraints that reflect the relevant industry environment.

Context of and specific resources for assessment

Assessment must ensure:

- use of industry-current accounting systems
- integration of problem-solving strategies, such as identifying and resolving errors in reports.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate using a system to post transactions
- review of reconciliations and the accuracy of financial records or reports prepared by the candidate
- review of documentation used or prepared by the candidate to prepare financial records
- problem-solving exercises to address typical bookkeeping errors and problems
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Source documents may include:

- cheques
- deposit books
- cheque requisitions
- tax invoices
- credit notes
- expense vouchers
- petty cash vouchers
- receipts
- bank and credit card statements.

Transactions may include:

- cash and credit card receipts
- cash and credit card payments
- petty cash
- sales
- refunds
- rebates
- interest expenses or interest received
- direct debits and credits
- returns and allowances journal entries
- bad debts journal entries
- main, general journal entries
- payroll journal entries.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Reconciliations may include:	• single system reconciliations • creditor statements • petty cash • foreign currency • bank reconciliations • guest accounts • travel files • taxation.
Routine financial reports may include:	• period reports on receipts or disbursements • account summaries • short-term trading information • information for business activity statements • GST paid or received.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN003A Interpret financial information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to interpret the types of financial information used by operational supervisors and managers in their day-to-day work activities. The unit focuses on understanding key financial terminology, different types of financial reports and on how financial information is used in the management of a business.

This unit is therefore related to other financial units such as: SITXFIN004A Manage finances within a budget, SITXFIN005A Prepare and monitor budgets, and SITXFIN008A Manage financial operations.

Application of the Unit

Application of the unit

This unit applies in any industry context and to a wide range of individuals who need to interpret financial data to inform their work practice, including senior operational staff, supervisors and managers.

This unit does not include the skills required to produce financial reports that would generally be created by senior managers, financial specialists or accountants.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and interpret financial information.	1.1 Identify and use relevant business performance indicators and benchmarks for decision-making purposes.
	1.2 Identify the range of ***financial information*** and reports required to monitor business performance effectively on a day-to-day operational management level.
	1.3 Access and review relevant ***financial information*** at appropriate times according to organisation policy and financial reporting periods.
	1.4 Interpret ***financial information*** correctly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Apply financial information to work activities.	2.1 Identify ***financial information*** that applies to particular areas of work operation. 2.2 Review ***financial information*** in terms of its impact on day-to-day work operations and take action accordingly. 2.3 Share appropriate ***financial information*** with colleagues in a timely manner.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking skills to evaluate financial information and determine its impact and importance for day-to-day workplace operations
- literacy skills to interpret a wide range of business documentation
- numeracy skills to interpret and use financial reports.

The following knowledge must be assessed as part of this unit:

- understanding of the basic features of accounting and how it provides information for business management, including:
  - charts of accounts and account categories, such as assets, liabilities, equity, cost of sales, income and expense
  - basic rules underpinning double-entry accounting and the concept of debits and credits
  - accrual versus cash accounting
  - profit and loss statements and balance sheets as key financial statements used to measure business performance, including their role; how these reports are generated; and the format, features and key information an operational manager should look for
  - reporting periods, including variations different financial years observed by different businesses
  - concept of reconciliations
  - concept of costing, including fixed and variable costs
- general features of computerised accounting packages, including the types of packages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

suitable for different industry sectors

- overview of the financial record-keeping process and key terminology, including:
  - ledgers, subsidiary ledgers and journals
  - transactions, receipts and disbursements
  - invoices, accounts payable, debtors and creditors
  - reconciliations, including purpose, different types of reconciliation and the impact of unpresented cheques, bank charges, direct debits and credits on reconciliations
  - cash flow
- financial terminology used specific to different industry sectors, e.g. average spend, cover, ullage and Travel Compensation Fund requirements
  - overview of GST accounting and reporting processes for business and the impact of this on day-to-day operations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • understanding of the accounting process and of key accounting terminology • ability to interpret financial information and determine the relationship between the information and the performance of a business.
Context of and specific resources for assessment	Assessment must ensure: • use of commercially realistic financial data and reports.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • case studies that allow the candidate to report on business performance through analysis of financial

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

reports
- oral or written questions to assess knowledge and understanding of accounting concepts and terminology
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXFIN004A Manage finances within a budget
- SITXFIN005A Prepare and monitor budgets
- SITXFIN008A Manage financial operations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Financial information:

- must include:
  - source documents
  - journal entries
  - transaction reports
  - account summaries and balances
  - balance sheets
  - profit and loss statements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- invoices
- budget reports
- expenditure reports (labour or non-labour)

- may include:
  - trial balance
  - receivable reports
  - purchase summary reports
  - stock reports
  - variance reports
  - wastage reports
  - sales reports
  - supporting reports, such as covers, occupancy rates, staff costs and units sold
  - business activity statements
  - labour and wages reports
  - cash flow reports
  - bank statements
  - bank deposit documentation
  - merchant statements
  - transaction exemption reports
  - cheque books
  - credit card transaction statements
  - banking summaries
  - merchant summaries.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITXFIN004A Manage finances within a budget

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. The skills and knowledge for budget development are found in unit SITXFIN005A Prepare and monitor budgets.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for managing and controlling a budget in any industry context.

The budget may be for an entire small organisation, for a section of a larger organisation, or for a particular project or activity.

Senior operational personnel or supervisors undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Allocate budget resources.	1.1 Allocate funds according to ***budget*** and agreed priorities. 1.2 Discuss changes in income and expenditure priorities with ***appropriate colleagues*** prior to implementation. 1.3 Consult and inform all relevant personnel in relation to resource decisions. 1.4 Promote awareness of the importance of budget control. 1.5 Maintain detailed records of resource allocation according to organisation control systems.
2 Monitor financial activities against budget.	2.1 Check actual income and expenditure against budgets at regular intervals. 2.2 Include financial commitments in all documentation to ensure accurate monitoring. 2.3 Identify and report deviations according to organisation policy and significance of deviation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Investigate appropriate options for more effective management of deviations.
	2.5 Advise ***appropriate colleagues*** of budget status in relation to targets, within agreed timeframes.
3 Identify and evaluate options for improved budget performance.	3.1 Assess existing costs and resources and proactively identify areas for improvement.
	3.2 Discuss desired budget outcomes with relevant colleagues.
	3.3 Undertake appropriate ***research to investigate new approaches to budget management***.
	3.4 Define and communicate clearly the benefits and disadvantages of new approaches.
	3.5 Take account of impacts on customer service levels and colleagues in developing new approaches.
	3.6 Present recommendations for ***budget management*** clearly and logically to the appropriate person or department.
4 Complete financial and statistical reports.	4.1 Complete all required ***financial and statistical reports*** accurately and within designated timelines.
	4.2 Produce clear and concise information to enable informed decision making.
	4.3 Forward reports promptly to the appropriate person or department.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research, critical thinking and problem-solving skills to investigate and develop options for potential budget performance improvements
- communication skills to discuss budget requirements and to seek and provide feedback
- literacy skills to interpret a wide range of business and financial documents, and to create

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

accurate budget reporting and recommendations documentation

- numeracy skills to interpret and use budget figures in day-to-day work operations, and to develop budget estimates and scenarios for performance improvement.

The following knowledge must be assessed as part of this unit:

- knowledge and understanding of budgets, specifically how a budget is structured and how to interpret a budget
- any legislative requirements in relation to disbursement of funds and record keeping
- techniques related to maximising budget performance relevant to the organisation or industry sector
- budgeting terminology relevant to a specific industry context
- financial reporting procedures and cycles relevant to the organisation or industry sector.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of basic budget principles and structures
- budgeting terminology relevant to a specific industry context
- ability to monitor budgeted income and expenditure and to identify ways of improving budget performance
- understanding of the main types of budgets that apply in the specific organisation or industry context
- management of and reporting on a budget for a specific project or operational area over a period of time so that the monitoring and implementation aspects of managing finances within a budget can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- use of figures and data that reflect the realistic financial operating conditions of industry.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of financial reports detailing financial performance of projects or activities conducted by the candidate
- evaluation of reports produced by the candidate detailing the processes undertaken to manage finances within a budget
- case studies and problem-solving to assess application of the principles of budget management to different situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXFIN005A Prepare and monitor budgets.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Budgets may include:	• cash budgets • departmental budgets • wage budgets • project budgets • purchasing budgets • sales budgets • cash flow budgets • budgets for micro, small, medium or large businesses.
Appropriate colleagues may include:	• operational staff • managers • internal or external financial specialists.
Research to investigate new approaches may include:	• discussions with existing suppliers • sourcing new suppliers • evaluating staffing and rostering requirements • reviewing operating procedures • potential roster changes.
Financial and statistical reports may relate to:	• daily, weekly and monthly transactions and reports • break-up by department • occupancy • sales performance • commission earnings • sales returns • yield management • commercial account activity.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN005A Prepare and monitor budgets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and monitor budgets. It builds on the skills in unit SITXFIN004A Manage finances within a budget. While the nature of the budget may vary, the unit focuses on the key managerial skills of analysing financial information to inform developing a budget, drafting a budget and monitoring budget performance over time.

This unit requires researching and analysing financial and other business information and applying it to budget planning, development, negotiation and monitoring. It requires sound knowledge of accounting principles, budget development methods, and presentation formats for different types of budget.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for budget development in any industry context. A budget may be for an entire small organisation, for a section of a larger organisation, or for a particular project or activity. A person achieving this unit would be expected to have a sufficiently sound understanding of the budget development process to enable the transfer of skills across a range of workplace contexts.

Budget development is carried out autonomously but in consultation with others.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare budget information.	1.1 Determine and confirm scope and nature of budgetary planning activity with ***relevant colleagues***.
	1.2 Identify, access and interpret ***data and data sources*** required for ***budget*** preparation.
	1.3 Analyse ***internal and external factors*** for potential impact on budget.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Provide relevant colleagues with adequate notice of the opportunity to contribute to the budget planning process.
2 Prepare budget.	2.1 Draft budget, based on analysis of all available information and according to organisation policy.
	2.2 Estimate income and expenditure and support with valid, reliable and relevant information, including income and expenditure for previous time periods.
	2.3 Assess and present options where appropriate.
	2.4 Present recommendations clearly, concisely and in an appropriate format.
	2.5 Reflect organisation objectives appropriately within the draft budget.
	2.6 Circulate the draft budget to appropriate individuals for comment.
3 Finalise budget.	3.1 Negotiate budget according to organisation policy and procedures.
	3.2 Agree and incorporate modifications accurately and in consultation with colleagues.
	3.3 Complete final budget in required format within designated timelines.
	3.4 Inform colleagues of final budget decisions and their application within the relevant work area, including reporting and financial management responsibilities.
4 Monitor and review budget.	4.1 Review budget regularly to assess actual performance against estimated performance and prepare accurate ***financial reports***.
	4.2 Incorporate all financial commitments promptly and accurately into budget and all budget reports.
	4.3 Investigate and take appropriate action on significant deviations.
	4.4 Analyse changes in the internal and external environment during budget review, and make adjustments accordingly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.5 Collect and record relevant information to assist in future budget preparation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to organise a timely, efficient and consultative budget development process
- communication and negotiation skills to liaise with colleagues on potential complex and conflicting budget development issues
- critical thinking and problem-solving skills to develop different options for addressing budgetary challenges
- literacy skills to interpret and analyse information that deals with complex ideas and concepts
- numeracy skills to interpret and analyse financial information, including forecasts and previous performance data, and to develop financial estimates and scenarios.

The following knowledge must be assessed as part of this unit:

- role and nature of the budget development process within different businesses and contexts
- accounting terminology, principles and practices relevant to budget preparation in any context and for different types of budgets
- budget preparation and monitoring principles, practices and techniques, including:
  - information required for budget preparation
  - components of a budget and a budget performance report
  - techniques for making budget estimates
  - type of supporting information required
  - use of software for preparing and monitoring budgets
  - how to present budgets and budget reports
  - budget deviation management, including common reasons for deviations
  - regulatory issues that may impact on budget development in the relevant work context.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- understanding of the technical processes and procedures that must be followed in budget preparation
- sound analysis of the factors that impact the budget and budget development process
- ability to prepare realistic and accurate budgets within relevant workplace context
- preparation of multiple budgets to meet specific and differing workplace needs
- project or work activities conducted over an operationally realistic period of time so that the planning and evaluation aspects of preparing and monitoring a budget can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- involvement of multiple stakeholders in the budget development and monitoring process
- use of industry-current technology for the budget preparation and evaluation process.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of budgets versus financial performance of projects managed by the candidate
- evaluation of reports produced by the candidate detailing the processes undertaken to develop a budget
- direct observation of the candidate providing a briefing or negotiating on a proposed budget
- case studies and problem-solving to assess application of the principles of budget preparation and evaluation to different situations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXFIN004A Manage finances within a budget.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Data and data sources required for budget preparation may include:

- performance data from previous periods
- financial proposals from key stakeholders
- financial information from suppliers
- customer or supplier research
- competitor research
- management policies and procedures
- organisation budget preparation guidelines
- declared commitments in given areas of operation
- grant funding guidelines or limitations.

Budgets may include:

- cash budgets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- departmental budgets
- wage budgets
- project budgets
- event budgets
- sales budgets
- cash flow budgets
- grant funding budgets
- budgets for micro, small, medium or large businesses.

Internal and external factors that could impact on budget development may include:

- organisational and management restructures
- organisational objectives
- new legislation or regulation
- growth or decline in economic conditions
- significant price movement for certain commodities or items
- shift in market trends
- scope of the project
- venue availability and cost (for events)
- human resource requirements.

Financial reports may include:

- periodic reports showing budget versus year-to-date actuals and financial commitments
- periodic sales reports
- taxation commitments
- funding acquittals in relation to grants received.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITXFIN006A Obtain and manage sponsorship

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to obtain and manage sponsorship for an activity, event or other organisational activity.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies in any industry context where sponsorship is sought to support business or community activity. Sponsorship may relate to a one-off activity, such as an event, or to ongoing operations, such as sponsorship of a particular service.

The unit has particular relevance in the cultural, community, hospitality, sporting and tourism sectors. It requires sound knowledge of sponsorship opportunities and protocols in a given industry context, as well as a range of advanced communication, negotiation and management skills. This role is undertaken by individuals working autonomously, in consultation with colleagues and sometimes under the overall guidance of event organising committees.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine sponsorship requirements and opportunities.	1.1 Identify sponsorship requirements in consultation with ***appropriate colleagues***.
	1.2 Develop targets for sponsorship based on financial parameters of the activity.
	1.3 Identify ***items***, ***activities or projects to be sponsored*** based on potential sponsor appeal and the needs of the organisation.
	1.4 Identify ***potential sponsors*** according to nature of the activity and previous approaches.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Source sponsorship.	2.1 Develop ***sponsorship materials*** in a clear, concise and professional format to include a full breakdown of costs and benefits and other relevant sponsor information. 2.2 Distribute and present sponsorship materials according to agreed targets and after appropriate approvals. 2.3 Undertake follow-up promotion and negotiation with potential sponsors. 2.4 Discuss and negotiate additional opportunities with the sponsor where appropriate. 2.5 Make written contracts or agreements with the sponsor to include full details of commitments made by both parties.
3 Service sponsors.	3.1 Brief colleagues on details of sponsorship arrangements. 3.2 Organise activities according to sponsorship agreement ensuring all agreements made are honoured. 3.3 Monitor and evaluate activities and make adjustments accordingly. 3.4 Provide and request feedback to and from the sponsor. 3.5 Identify and action opportunities to enhance value of involvement for sponsors and benefits for the organisation. 3.6 Maintain and distribute accurate and current ***sponsorship documentation*** throughout the process. 3.7 Liaise and follow up with sponsor in a timely fashion, initiating future cooperative approaches where appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- literacy skills to develop sponsorship materials and agreements expressing complex business ideas and proposals
- numeracy skills to evaluate budgets and interrogate or use a range of financial data to inform sponsorship activities
- negotiation and communication skills to undertake sponsor liaison and management.

The following knowledge must be assessed as part of this unit:

- sponsorship protocols in relation to making contact, nature of proposals, involvement of sponsor in activities and reporting expectations
- features and formats for sponsorship proposals and packages in the relevant industry context
- features of sponsorship contracts and agreements
- potential sponsorship contacts and sources of finance in the relevant industry context.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • development of clear, concise and professional sponsorship proposals • comprehensive knowledge of practices and protocols in relation to accessing sponsorship opportunities • application of effective communication and negotiation skills in the context of sponsorship management • demonstration of skills by obtaining and managing sponsorship for at least one activity, project or event.
Context of and specific resources for assessment	Assessment must ensure: • adequate timeframes for the activity so that implementation, monitoring and follow-up activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	can be assessed • involvement of potential and actual sponsors to allow the communication and negotiation aspect of obtaining and managing sponsorship to be assessed • use of current technology to design effective sponsorship proposals.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • project to initiate and manage sponsorship activities • case studies to assess knowledge of sponsorship practices and protocols for a range of activities and events • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Appropriate colleagues may include:	• management • event organisers • customers • management committees • funding bodies.
Items, activities or projects to be sponsored may include:	• overall event or activity sponsorship • physical items, such as satchels • meals • travel • permanent or temporary exhibitions • entertainment • sporting components • speaker sessions • social events • ongoing organisation activities, such as an annual publication • one-off promotional activities or projects.
Potential sponsors may include:	• individuals • private companies • government agencies • industry organisations or professional associations • educational institutions • community organisations • investors • existing sponsors.
Sponsorship materials may include:	• electronic presentations • printed promotional material.
Sponsorship documentation may include:	• financial records • activity reports or schedules • attendance figures • feedback documentation • contracts.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN007A Manage physical assets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to manage the physical assets of an organisation. It includes a focus on establishing strategies, systems and procedures for asset maintenance and monitoring, as well as financing asset acquisition.

Application of the Unit

Application of the unit This unit applies to mainstream managers who need to proactively plan and manage the acquisition and maintenance of physical assets in an industry context.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop strategies for systematic maintenance, repair and purchase of physical assets.	1.1 Develop strategies for managing ***physical assets*** that reflect overall business and marketing objectives of the organisation.
	1.2 Evaluate current and potential financial objectives and constraints in developing asset management strategies.
	1.3 Integrate all ***OHS requirements*** into physical asset management.
	1.4 Develop and maintain an accurate and current physical assets register as part of the asset management strategy.
	1.5 Incorporate maintenance and repair regimes that minimise disruption and loss of revenue and involve appropriate specialists.
	1.6 Integrate ***practices to support environmental sustainability*** into physical asset management practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Monitor the condition and performance of physical assets in the workplace.	2.1 Establish and implement ***systems*** to ensure that the condition and performance of physical assets are regularly reported and discussed within the organisation. 2.2 Establish and implement systems to identify timely replacement of physical assets. 2.3 Make ***assessments of physical asset performance*** based on safety, operational efficiency, customer service quality and input from colleagues. 2.4 Identify physical asset problems promptly and take appropriate action. 2.5 Evaluate need for and access ***specialist assistance*** when required.
3 Coordinate financing of physical assets.	3.1 Prepare accurate work or equipment ***specifications*** to guide the acquisition process. 3.2 Estimate acquisition costs based on evaluation of ***current***, ***accurate and relevant data***, including supplier quotations and estimates. 3.3 Make appropriate decisions on the acquisition of physical assets according to organisation policies and procedures. 3.4 Select ***methods of financing*** to meet current organisation financial objectives based on an analysis of internal and external factors. 3.5 Implement the financing process in consultation with key stakeholders and appropriate financial specialists. 3.6 Make and keep accurate records of all financial agreements and related documents.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- critical thinking and analytical skills to evaluate complex information from varied sources to develop strategic management approaches to physical assets
- planning and organisational skills to develop and implement complex and interrelated workplace procedures, systems and schedules for physical asset management
- literacy skills to interpret and develop a varied range of complex business documents
- numeracy skills to analyse and prepare a wide range of financial data, and to interpret estimates and financial agreements for physical asset acquisition.

The following knowledge must be assessed as part of this unit:

- types of physical assets required by organisations in different work contexts
- maintenance requirements for different types of physical assets in the relevant industry context
- features and benefits of different financing options for asset acquisition, including purchase, rent, lease and hire purchase
- features of an assets register and techniques for its development and maintenance
- overview of taxation arrangements in relation to the acquisition and disposal of physical assets
- specific legislation relevant to the management and maintenance of physical assets, such as that relevant to vehicles or food production equipment
- environmental standards and requirements in relation to different types of physical assets.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to plan for and manage the acquisition, maintenance and replacement of physical assets for a small business, or section or department of a larger business • understanding of financial and legal issues that affect the management of physical assets • development of asset management strategies and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	financing arrangements for a specific business operation.
Context of and specific resources for assessment	Assessment must ensure: • use and application of current financial data and regulations.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • case studies to develop asset acquisition and maintenance strategies for nominated business situations • evaluation of industry projects conducted by the candidate to acquire assets or develop ongoing maintenance strategies • oral or written questions to assess knowledge of financing options and relevant legislation • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Physical assets may include:	• buildings • equipment • fixtures, fittings and furniture • vehicles • gardens • pools • rides and games.
OHS requirements may relate to:	• restrictions on who can undertake repairs • regularity of maintenance required • levels of usage.
Practices to support environmental sustainability may include:	• use of particular consumables • protocols for use of machinery • minimising waste • systems to reduce power use • regular maintenance.
Systems to monitor condition and performance of physical assets may include:	• integration of reporting into day-to-day operating procedures • regular management reports • internal or external inspections and audits • regular staff feedback • analysis of maintenance costs over a period of time.
Specialist assistance may include:	• tradespeople • mechanics • electronic specialists • vendor support.
Specifications may include:	• information on general business context

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- numbers of users or customers
- budget parameters
- operational constraints.

Current, accurate and relevant data used for estimating costs may include:

- quotations from suppliers
- current maintenance contracts
- published or advertised prices
- previous contracts and costs.

Methods of financing may include:

- hire purchase
- renting
- leasing
- purchase.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFIN008A Manage financial operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage day-to-day financial operations of a small organisation, a department within a larger organisation or a complex project.

The unit is not intended to cover detailed specialist accounting skills that are undertaken by qualified accountants or financial controllers, but does include the awareness of accounting issues and concepts needed by managers for effective communication with accountants or other specialists on financial matters.

Application of the Unit

Application of the unit

This unit applies to any manager responsible for overseeing the financial operations of a small business, a department within a larger organisation or a complex project. It requires the application of highly developed planning and management skills underpinned by significant knowledge of financial management concepts.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop approaches to financial management.	1.1 Assess ***scope of financial management requirements*** for a given organisation or project. 1.2 Identify need for and organise specialist accounting assistance where appropriate. 1.3 Develop approaches to financial management based on overall direction and goals of the organisation or project. 1.4 Develop financial management systems and procedures according to organisation needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Develop and monitor financial procedures and systems.	2.1 Develop ***financial procedures and systems*** to meet relevant statutory and internal control requirements. 2.2 Communicate importance of financial objectives, management controls and systems to all staff. 2.3 Develop practical procedures and systems for monitoring income and ensuring payment of accounts. 2.4 Research and integrate the use of current industry practices and technology into systems where appropriate. 2.5 Check compliance with procedures and systems on a regular basis. 2.6 Monitor the flow of financial information within the organisation in terms of currency, accuracy, level of detail and relevance. 2.7 Review financial management systems regularly and make adjustments according to organisation needs.
3 Make pricing decisions.	3.1 Make pricing decisions based on current, sufficient, accurate and relevant financial and marketplace data. 3.2 Identify fixed, variable and semi-variable costs. 3.3 Perform and interpret simple cost-volume-profit analysis. 3.4 Set appropriate profit margins according to organisation policy and calculate prices correctly.
4 Monitor financial performance.	4.1 Monitor budgets against performance targets on a regular basis. 4.2 Negotiate corrective budgets to maximise business performance. 4.3 Take remedial action to address financial performance problems where appropriate. 4.4 Prepare and interpret profit and loss statements accurately with appropriate level of detail. 4.5 Conduct financial ratio analysis and apply the findings to financial management and reporting as appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.6 Communicate feedback on positive and negative performance to appropriate colleagues in an appropriate manner.
5 Prepare financial reports.	5.1 Prepare accurate, concise, relevant and sufficiently detailed ***financial reports*** to schedule, in a format appropriate to the audience and according to organisation and statutory requirements.
	5.2 Identify the need for and access specialist advice on reporting requirements where appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking and analytical skills to evaluate complex financial and other business information and develop appropriate management initiatives
- planning and organisational skills to develop and implement systems and procedures for sound financial management within an organisation or project
- literacy skills to interpret and develop information and documentation dealing with complex ideas, concepts and data
- numeracy skills to interrogate and develop financial data, work with complex mathematical ideas and develop approaches to strategic issues such as pricing.

The following knowledge must be assessed as part of this unit:

- different financial management roles for given industry sectors or types of business, including operational managers, owner-operators, financial controllers and external accountants or auditors
- aspects of financial management to be considered for a given organisation or industry sector
- ways in which financial management interrelates with all other areas of business activity
- major steps in the total accounting process and relationship of each with business operations and reporting requirements
- typical financial management systems and technology relevant to the organisation or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

industry sector, including features and capabilities of one or more computerised accounting packages

- key features of and how to prepare the main financial reports used to monitor business performance, including:
  - profit and loss statements
  - balance sheets
  - sales and receivables reports
- techniques for calculating profit margins relevant to a given industry sector
- overview of specific financial and taxation regulations and requirements relevant to the industry sector, including how GST applies to different business operations and reporting requirements
- overview of economic issues that affect financial performance in specific industry contexts.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- understanding of the total financial management process within a business
- ability to integrate the financial management activities of a business into overall business operations
- knowledge of financial control, reporting and monitoring systems
- establishment and management of financial systems over a period of time so that the monitoring and implementation aspects of the unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that include the use of figures and data that reflect the financial operating conditions of industry
- use of industry-current technology for financial

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

management.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of financial reports detailing financial performance of projects or activities conducted by the candidate
- evaluation of financial management strategies produced by the candidate detailing systems and procedures for the management of given business operations or situations
- case studies and problem-solving to assess application of financial management strategies to particular situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Scope of financial management requirements for different projects or organisations will vary and may relate to differing requirements for:	• budgeting and forecasting • reporting, including depth, regularity and nature of reports • control mechanisms • specialist financial skills.

Financial procedures and systems:	• must address:
	  • transaction recording
	  • checking and reconciliation processes
	  • banking procedures
	  • invoicing
	  • accounts payable and receivable
	  • cash management and security measures
	  • cash flow management
	  • budget management
	  • reporting requirements
	  • GST and other taxation requirements
	  • statutory requirements that apply to the specific business structure
	  • sector specific requirements, such as the Travel Compensation Fund in retail travel
	• may cover:
	  • stock control
	  • financial responsibilities within an organisation or department.

Financial reports must include:	• GST reports and business activity statements • cash flow statements • profit and loss statements • balance sheets • reconciliations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Finance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFSA001A Implement food safety procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food within a range of service industry operations. It requires the ability to follow predetermined procedures as outlined in an organisation food safety program.

This unit is one of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand.

The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. This unit of competency complies with the legislative requirements for food safety and safe food handling practices as outlined in the Code.

The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differ between state and territory governments.

In some cases food handlers and especially designated food safety supervisors, may be required to formally achieve competence in implementing safe food handling practices through a registered training organisation that must use this unit as the basis for their training.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the Unit

Application of the unit

This unit has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed, served and disposed of. It applies to venues that operate a permanent or temporary kitchen or smaller food preparation area, including restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.

Other industries will need to access industry-specific food safety units of competency.

Safe food handling practices are based on policies and procedures outlined in an organisation food safety program. The program and its procedures would normally be based on the hazard analysis and critical control points (HACCP) method but this unit can apply to other food safety systems.

This unit applies to frontline operational personnel who work under supervision and guidance and operate within predefined organisational food safety procedures. This function is undertaken by a diverse range of people, such as cooks, chefs, catering staff and kitchen hands, food and beverage attendants, cafe and fast food outlet cooking crew and sales people, and owner-operators of small business catering operations or retail food outlets.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

- SITXOHS002A Follow workplace hygiene procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Implement procedures for food safety.	1.1 Access and use the relevant documents from the organisation food safety program.
	1.2 Follow all food safety ***policies and procedures*** correctly and consistently according to organisation food safety program requirements to ensure compliance of all food handling practices.
	1.3 Control all ***food hazards*** at ***critical control points***.
	1.4 Complete any ***food safety monitoring*** processes and complete documents as outlined in the food safety program.
	1.5 Identify and report any practices that are inconsistent with the food safety program.
	1.6 Take any corrective actions within scope of job responsibility for ***incidents where food hazards are found not to be under control***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Store food safely.	2.1 Select food storage conditions appropriate to the specific ***food type***.
	2.2 Store food in the appropriate environmental conditions so that it is protected from contamination and to ensure its freshness, quality and appearance.
	2.3 Store food at appropriately controlled temperatures and ensure that any frozen items remain frozen during storage.
3 Prepare food safely.	3.1 Prepare food in a safe manner to ensure that it is protected from contamination.
	3.2 Use cooling and heating processes that will not adversely affect the microbiological safety of the food.
	3.3 Monitor temperature of food throughout the preparation process to achieve microbiological safety of the food at all times.
	3.4 ***Ensure the safety of food prepared, served and sold to customers under other conditions***.
4 Provide safe single use items.	4.1 Store, display and provide single use items so that they are protected from damage and contamination.
	4.2 Do not re-use ***items intended for single use***.
5 Maintain a clean environment.	5.1 Clean and sanitise equipment, surfaces and utensils used during food handling process.
	5.2 Use appropriate containers and do not allow the accumulation of garbage and recycled matter.
	5.3 Identify and report any equipment that requires cleaning or ***maintenance to ensure its cleanliness and safe operation***.
	5.4 Dispose of any chipped, broken or cracked eating, drinking or food handling utensils or report these if disposal is outside scope of responsibility.
	5.5 Take measures within scope of responsibility to ensure food handling areas are free from animals and pests and report any incidents of animal or pest infestation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
6 Dispose of food safely.	6.1 Mark and keep separate from other foodstuffs any ***food identified for disposal*** until disposal is complete.
	6.2 Dispose of food promptly to ensure no cross-contamination of other foodstuffs.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- operation of equipment, especially how to calibrate, use and clean a temperature probe and how to identify faults
- literacy skills to read and interpret relevant components of organisation food safety program, including policies, procedures and flow charts that identify critical control points and to complete basic documentation relating to monitoring food safety
- numeracy skills to take and record temperatures and to calculate times.

The following knowledge must be assessed as part of this unit:

- basic understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations and inspection regimes
- working knowledge of relevant components of the organisation food safety program, especially policies, procedures, product specifications and the use of any monitoring documents
- consequences of failure to observe food safety policies and procedures
- basic understanding of HACCP principles, procedures and processes
- critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the storage, preparation, display, service and disposal of food
- meaning of hazardous foods, especially as described by local legislation and national food codes
- high risk customer groups (those who may have a higher than average risk of harm from food contamination), such as:
  - children or babies
  - pregnant women
  - aged persons

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- people with immune deficiencies or allergies
- methods of food storage, production, display, service and disposal for the industry sector and food business, especially appropriate temperature levels for each of these processes
- broad understanding of the main types of safety hazards and contamination that may be found in the main food types handled by the industry sector and food business
- broad understanding of the conditions for development of microbiological contamination for the main food types handled by the industry sector and food business
- broad understanding of the appropriate environmental conditions, including temperature controls, for the storage of the main food types handled by the industry sector and food business
- temperature danger zone for the main food types handled by the industry sector and food business and the two-hour and four-hour rule
- principles and methods of safe food handling
- choice and application of cleaning, sanitising and pest control equipment and materials.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential: • ability to access and interpret safe food handling procedures and consistently apply these during day-to-day food handling activities • knowledge of critical control points and methods of food hazard control for each critical point • project or work activities that show the candidate's ability to apply safe food handling practices on multiple occasions across a range of different food handling circumstances to ensure consistency in the application of food safety procedures.
Context of and specific resources for assessment	Assessment must ensure: • access to a fully equipped industry-realistic food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	preparation environment, such as a commercial kitchen, catering production line, or food preparation area of a food outlet using the full range of equipment currently used in the service industries to store, prepare, display, serve and dispose of food • access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, and codes and standards outlining food safety requirements • access to a food safety program inclusive of policies and procedures • use of real ingredients and food items.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to implement food safety procedures. The following examples are appropriate for this unit: • direct observation of the candidate completing tasks in the food handling facility according to food safety policies and procedures • case studies to assess ability to react to a range of incidents where hazards have not been controlled • oral or written questions to assess knowledge of food safety legislative requirements, policies and procedures • oral or written questions to assess knowledge of food hazards and methods of controlling hazards • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • any commercial cookery, commercial catering, patisserie, Asian cookery or food and beverage unit directly involving food preparation.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Policies and procedures may relate to:

- food receiving, storage, preparation, display, service and disposal
- methods of food hazard control for each critical point
- systematic monitoring of hazard controls and record keeping
- personal hygiene, suitable dress and personal protective equipment and clothing
- record maintenance
- corrective actions when hazards are found not to be under control
- pest control
- cleaning and sanitation
- equipment maintenance.

Food hazards may be:

- anything related to food, including work practices and procedures, that have a potential to harm the health or safety of a person
- actual or potential
- chemical, microbiological or physical
- any food contaminated with chemical or microbiological elements
- foods highly susceptible to microbiological contamination
- food containing bacteria, moulds and yeast
- food containing broken glass, metal or foreign objects

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- food containing chemicals and natural poisons
- insects and vermin
- processes where food is vulnerable to contamination including:
  - requirements for food to be touched by hand
  - requirements for re-thermalisation or defrosting
  - displays of food and buffets
  - working with temperatures that promote the rapid growth of micro-organisms.

Critical control points are those where there is high risk of contamination or food spoilage, including:

- receiving
- storing
- preparing
- processing
- displaying
- packaging
- serving
- transporting
- disposing.

Food safety monitoring may involve:

- monitoring and recording temperature of cold and hot storage equipment
- monitoring and recording food temperatures using a temperature probe
- checking and recording that food is stored within appropriate time limits of receipt of goods
- visual examination of food for quality review
- bacterial swabs and counts
- chemical tests.

Incidents where food hazards are found not to be under control may include:

- food poisoning
- customer complaints
- misuse of single use items
- stocks of out-of-date foodstuffs
- spoilt or contaminated food
- unclean equipment
- existence of pests and vermin.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Food types may include:	• eggs • dairy • meat and fish • fruit and vegetables • dried goods • frozen goods.

Food prepared, served and sold to customers under other conditions may involve:	• displaying any type of food for self-service, such as:
	  • buffets
	  • salad bars
	  • condiments
	  • tea and coffee
	• providing drink dispensing equipment
	• pre-packaging food items
	• displaying and selling pre-packaged food.

Ensuring the safety of food served and sold to customers under other conditions may involve:	• supervising the display of food to prevent contamination by customers • removing contaminated food without delay • providing separate serving utensils for each dish • providing protective barriers • displaying food under temperature control • using packaging materials suitable for use on the particular foodstuff • ensuring that packaging is not damaged during packaging or display process • ensuring that damaged packaging does not allow contamination.
Items intended for single use may include:	• disposable cutlery, e.g. plastic or wooden spoons or stirrers • disposable plates, mugs, cups and bowls • individually packaged sugars • individually packaged condiments, e.g. tomato sauce • individually packaged jams and spreads • individually packaged serves of coffee, tea and whitener • face wipes and serviettes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Maintenance to ensure cleanliness and safe operation of equipment may involve:	• removal of food waste • removal of grease • removal of dirt • removal of animal or pest waste and cleaning of affected area • recalibration of measurement and temperature controls.
Food identified for disposal may be:	• subject to recall • not safe, or suspected of not being safe, for consumption • destroyed • disposed of so that it cannot be used for human consumption • returned to supplier.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Food Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFSA002A Develop and implement a food safety program

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop, implement and evaluate a food safety program for a range of service industry operations where food is stored, prepared, displayed, served and disposed of. It requires the ability to determine the specific program requirements for an organisation and prepare policies and procedures for other personnel to follow.

This unit is one of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand.

The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for the development of food safety programs. This unit of competency complies with the legislative requirements for food safety and the development of a food safety program as outlined in the Code.

The legislative requirement for a business to develop a program, along with training and certification requirements, differs across state and territory governments.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the Unit

Application of the unit

This unit has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed, served and disposed of, such as any venue operating a permanent or temporary kitchen or smaller food preparation area. It applies to restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.

Other industries will need to access industry-specific food safety units of competency.

A food safety program would normally be based on the hazard analysis and critical control points (HACCP) method but this unit can apply to other food safety systems.

The development and implementation of a food safety program requires the application of significant planning, organisational and contingency management skills. This role is generally undertaken by senior personnel who operate autonomously, and who are responsible for making strategic decisions on establishing and monitoring risk control systems for food-related hazards. Programs are developed by such people as chefs, kitchen managers, catering managers, fast food store managers and owner-operators of small business catering operations or retail food outlets.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:

- SITXFSA001A Implement food safety procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate organisation requirements for the food safety program.	1.1 Evaluate the ***characteristics of the organisation***.
	1.2 Examine all food handling operations and processes and identify potential or existing ***food hazards***.
	1.3 Identify all ***critical control points*** in the food preparation system where food hazards can be controlled.
	1.4 Identify product suppliers and determine the quality assurance specifications that relate to foodstuffs supplied.
	1.5 Evaluate existing product specifications covering all food items prepared and sold.
	1.6 Evaluate existing ***policies***, ***procedures*** and monitoring practices, including record keeping, and assess the need for change.
2 Develop a food safety program to control	2.1 Design a food safety program to suit the characteristics and needs of the organisation, in consultation with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
hazards.	appropriate colleagues and stakeholders.
	2.2 Ensure that the food safety program complies with regulatory requirements and standards.
	2.3 Develop food production flow charts to document the critical control points for the ongoing control of food hazards.
	2.4 Establish and document methods of food hazard control for each critical point.
	2.5 Develop food safety policies and procedures for food hazard control.
	2.6 Develop procedures for the systematic ***monitoring of controls*** and establish a recording system to document the monitoring.
	2.7 Develop procedures for implementing corrective actions when hazards are found not to be under control.
	2.8 Develop or modify and record product specifications covering all food items prepared and sold.
	2.9 Identify training needs and develop a training plan or program based on needs.
	2.10 Develop a schedule for regular review of the food safety program.
	2.11 Set out the food safety program, including all policies and procedures, in a clearly articulated written document and provide to regulatory authorities as required.
3 Implement the food safety program.	3.1 Communicate food safety programs, policies, procedures and product specifications to colleagues in the workplace and ensure display of appropriate signage and access to information.
	3.2 Organise appropriate training and mentoring related to the food safety program.
	3.3 Monitor operational activities to ensure that policies and procedures for hazard control, monitoring and documentation are consistently followed by all employees.
	3.4 Manage the response to ***incidents where food hazards are found not to be under control*** and oversee the implementation of corrective action procedures.
	3.5 Make swift amendments to any practices that led to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA	
		food safety breach, and document, communicate and implement changes.
	3.6	Maintain all ***documents that relate to the management of the food safety program***, monitor performance and adjust the program accordingly.
4 Participate in food safety audit.	4.1	Ensure that the food safety program is audited by a food safety auditor or compliance inspector at the auditing frequency applicable to the business and according to legislative requirements.
	4.2	Participate in any inspections of the premises or documents that relate to food safety management and provide assistance to the food auditor or compliance inspector.
	4.3	Retain all records of food audits according to legislative requirements.
5 Evaluate and revise the food safety program.	5.1	Conduct a regularly scheduled review of the food safety program in consultation with colleagues to ensure its adequacy.
	5.2	Carry out tests and measures to validate required food safety controls.
	5.3	Review policies, procedures, product specifications, monitoring systems and all record keeping methods, identify required changes and incorporate amendments.
	5.4	Prepare an updated food safety program, including all current policies, procedures, product specifications and monitoring documents, in a clearly articulated written document and provide to regulatory authorities as required.
	5.5	Communicate changes to the food safety program to all employees and ensure that they are incorporated into the production system as scheduled.
	5.6	Identify the need for additional training based on changes to food safety practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret sometimes complex materials describing regulatory requirements relating to food safety
- high-level literacy skills to develop and write comprehensive food safety programs inclusive of detailed yet easily accessible policies, procedures, product specifications, monitoring documents and flow charts, including formats to suit special needs
- communication skills to consult on and review food safety program, provide information to colleagues, and to question and listen in order to determine and clarify requirements
- critical thinking skills to allow for a rational and logical evaluation of the food storage preparation, display, storage and service areas, and to identify hazards, critical control points and determine suitable control measures.

The following knowledge must be assessed as part of this unit:

- components of food safety programs as specified and required by food safety regulators and under national codes or standards for food safety
- components of policies, procedures, product specifications and monitoring documents
- options for the structure and implementation of a food safety program, including the use of the HACCP method as the basis
- consultative and communication mechanisms used by organisations to develop and implement procedural systems
- understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations and inspection regimes
- regulatory requirements for food safety audits
- HACCP principles, concepts, procedures and processes
- techniques for identifying hazards and critical control points
- principles and methods of food storage, production, and display and service for the industry sector and food business
- main types of safety hazards and contamination found in food handled by the industry sector and food business
- conditions for development of microbiological contamination for the food types handled by the industry sector and food business
- principles and methods of personal hygiene and safe food handling practices
- acceptable control methods for identified food hazards, especially time and temperature controls used in the storage, preparation, display and service of food.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to develop, implement, monitor, evaluate and make ongoing improvements to a complete food safety program for a given service industry operation and in line with regulatory requirements
- development and documentation of a comprehensive food safety program inclusive of policies, procedures, product specifications and monitoring documents
- knowledge of food safety systems and options suitable for a service industry food preparation organisation
- project or work activities conducted over a period of time so that establishing, monitoring, evaluating and reviewing a food safety program can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped industry-realistic food preparation environment such as a commercial kitchen, catering production line, and food preparation area of a food outlet using the full range of equipment currently used in the service industries to store, prepare, display and serve food
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, codes and standards outlining food safety plan content requirements
- involvement and interaction with a food preparation team so that communication and monitoring actions can be implemented.

Methods of assessment

A range of assessment methods should be used to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

the practical skills and knowledge required to develop and implement a food safety program. The following examples are appropriate for this unit:

- review of a completed food safety program inclusive of policies, procedures and product specifications developed by the candidate
- case studies to assess ability to react to incidents where hazards have not been controlled
- case studies to assess ability to develop programs to meet differing workplace needs
- activities conducted in conjunction with industry to allow the candidate to develop systems for a real workplace
- written and oral questioning or interview to test knowledge of the regulatory requirements and knowledge of food safety systems, such as HACCP
- written or oral questions about chosen systems and reasons for selection
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC026A Establish and maintain quality control of food
- SITHCCC037C Manage facilities associated with commercial catering contracts
- SITHCCC038A Plan the catering for an event or function.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Characteristics of the organisation may include:

- size and nature of organisation
- at risk client groups ***with*** a higher than average risk of harm from food contamination, such as:
  - children or babies
  - pregnant women
  - aged persons
  - people with immune deficiencies or allergies
- layout of food storage, preparation, display and service areas
- food items prepared and sold or menu items
- production equipment
- facilities
- re-thermalisation and service requirements.

Food hazards may be:

- anything related to food, including work practices and procedures, that have a potential to harm the health or safety of a person
- actual or potential
- chemical, microbiological or physical
- any food contaminated with chemical or microbiological elements
- foods highly susceptible to microbiological contamination
- processes where food is vulnerable to contamination, including:
  - requirements for food to be touched by hand
  - requirements for re-thermalisation or defrosting
  - displays of food and buffets
  - working with temperatures that promote the rapid growth of micro-organisms.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Critical control points are those where there is high risk of contamination or food spoilage, including:	• receiving • storing • preparing • processing • displaying • packaging • serving • transporting • disposing.
Policies and procedures may relate to:	• food receiving, storage, preparation, display and service • methods of food hazard control for each critical point • systematic monitoring of hazard controls and record keeping • communication and food safety information provision • employee training in hygiene and food handling • personal hygiene and suitable dress standards • record maintenance • contingency management • corrective actions when hazards are found not to be under control • scheduled evaluation and review of food safety program • audit of food safety program • pest control • cleaning and sanitation • equipment maintenance.
Monitoring of controls may involve:	• food quality reviews and tests • bacterial swabs and counts • chemical tests • temperature tests • internal audit of food safety practices • analysis of incidents where food hazards are found not to be under control.
Incidents where food hazards are found not to be under	• food poisoning • customer complaints

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

control may include:	• misuse of single use items • stocks of out-of-date foodstuffs • spoilt or contaminated food • unclean equipment • existence of pests and vermin.

Documents that relate to the management of the food safety program may include:	• documented food safety program
	• policies, procedures and product specifications
	• records of the monitoring of hazard controls, including:
	  • temperature control data
	  • training logs
	  • illness register
	  • list of suppliers
	  • any record required by local legislation
	• incident reports where food hazards are found not to be under control
	• audit reports
	• food production records.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Food Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXFSA003A Transport and store food in a safe and hygienic manner

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to transport food from a food preparation area to another location. It also deals with holding or storage on its arrival. The unit applies to all catering operations but is particularly relevant to external catering and events.

This unit does not cover the transport of food for room service which is covered in SITHFAB008A Provide room service. It does not cover the skills required to drive a van or truck which are covered in TLIC107C Drive vehicle and other units of competency in the Transport and Distribution Training Package.

Transportation refers to the moving of food and food items from one location to another. For example, transporting food from a kitchen to a school or hospital or providing event catering. It does not refer to the transport of food from the kitchen to the dining room or as part of room service.

The person transporting the food may or may not be driving the vehicle.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to catering operations where food is transported from the preparation area to another location and stored on arrival, such as operations associated with restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

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

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT **PERFORMANCE CRITERIA**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Identify appropriate food transportation.	1.1 Select suitable food ***transportation*** vehicles according to ***legislative requirements***.
2 Transport food safely and hygienically.	2.1 Package, load, restrain and unload food appropriately. 2.2 Employ hygienic work practices and observe OHS regulations. 2.3 Maintain appropriate and accurate records of food transportation.
3 Store food safely and hygienically.	3.1 Select food storage conditions appropriate to ***specific food types***. 3.2 Maintain appropriate ***environmental conditions*** for specific food types to ensure freshness, quality and appearance. 3.3 Ensure that storage and holding methods optimise nutritional quality and comply with relevant stock control principles. 3.4 Employ hygienic work practices and observe OHS procedures and practices. 3.5 Keep storage areas free from contaminants and pests.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe work practices, in particular loading and unloading, lifting and dealing with heated surfaces
- problem-solving skills to deal with minor problems such as delays with products, traffic congestion and getting lost
- literacy skills to read directions and instructions for venues and locations
- numeracy skills to calculate quantities during the packing and unpacking process.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- hygiene and OHS requirements for food storage and transport
- advantages and disadvantages of different forms of transport for particular food items, quantities and circumstances
- safe storage principles and practices for different food types, including storage options
- characteristics of different food items and conditions required to maintain optimum freshness, palatability and safety.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- safe transport and storage of food items within food safety requirements and regulations
- transport of a range of food item types.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using real food items to be transported and relevant transportation and storage equipment to move food between locations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate transporting and storing food items
- inspection of food transported and stored by the candidate
- problem-solving and case studies to address various conditions that apply to the transport and storage of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

different food items
- written or oral questions to test knowledge of hygiene issues related to transport and storage
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHCCC030A Package prepared foodstuffs.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Type of ***transportation*** used:

- will vary according to organisation needs and type of food being transported
- may include:
  - vans
  - cars
  - refrigerated trucks
  - trolleys, carts and buggies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Legislative requirements refer to federal, state or territory, and local regulations and guidelines and may apply to:	• temperature • lining • sealing • food safety programs.
Specific food types must include:	• dairy • meat and fish • eggs • fruit and vegetables • dried goods • frozen food.
Environmental conditions may involve:	• temperature • humidity • exposure to light • exposure to weather • exposure to pests.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Food Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXGLC001A Develop and update legal knowledge required for business compliance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to ensure business compliance with legislation across a broad range of operational areas. Ability to research and apply relevant legal information to business operations is the key focus of the unit. This is combined with a general knowledge of the legal framework in which businesses in different contexts operate.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to senior personnel and operational managers responsible for ensuring overall business compliance with legislative and regulatory requirements.

The unit does not cover the specialist skills and knowledge required by legal experts or managers whose primary role relates to compliance.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research the legal information required for business compliance.	1.1 Identify ***sources of relevant legal and licensing information*** and advice. 1.2 Determine compliance needs for the business by accessing, selecting and analysing all information on relevant ***legal and licensing requirements***. 1.3 Determine risks, penalties and consequences of non-compliance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Ensure compliance with legal requirements.	2.1 Assess the need for specialist legal advice and seek assistance where appropriate. 2.2 Record and distribute relevant legal information to colleagues at appropriate times and in suitable formats for the intended audience. 2.3 Organise information updates and training for colleagues and staff where appropriate. 2.4 Establish and monitor ***workplace systems and procedures***, including a risk management approach to ensure compliance with legal requirements. 2.5 Identify aspects of operations that may infringe or potentially infringe laws and solicit advice on how to develop and implement modifications.
3 Update legal knowledge.	3.1 Use formal and informal research to update the legal knowledge required for business compliance. 3.2 Share updated knowledge with colleagues and incorporate into workplace planning and operations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to source and access legal information and advice
- critical thinking skills to evaluate and apply complex information to a particular operational context
- literacy skills to interpret complex information from varied sources.

The following knowledge must be assessed as part of this unit:

- general knowledge of compliance provisions of legislation in the following areas to the level of depth required by an operational manager or owner-operator and in the specific context of a tourism, hospitality or events organisation:
  - legal responsibilities and liabilities of managers and directors within varying business

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

structures

- consumer protection and trade practices: key features of trade practices and fair trading legislation, its application in different States and Territories and key areas in which tourism and hospitality businesses must ensure compliance
- licensing: licences needed by various businesses and individuals within those businesses; licence application procedures; ongoing requirements to maintain licence, auditing and inspection regimes; and reasons for cancellation of licences
- contracts: differences between contracts; impacts of contract law on operators, including the specific terms and obligations of contract; methods of contractual agreement, exclusion clauses and termination of contracts
- insurance: key business insurances required by different tourism and hospitality businesses, including public liability and workers' compensation
- superannuation: employer responsibilities in relation to payment of superannuation for employees
- industrial relations: rights and responsibilities of employees and employers under industrial relations legislation
- taxation: overview of statutory reporting requirements for businesses
- equal employment opportunity (EEO) and anti-discrimination: including key features, employer responsibilities and consequences of operating contrary to legislation
- examples of specific legislation and local government regulations impacting on particular sectors or contexts: such as Responsible Service of Alcohol, local, state or territory, and federal food regulations and standards, Food Standards Australia New Zealand Act 1991, Responsible Conduct of Gaming, the Crimes (Child Sex Tourism) Amendment Act, European Economic Directive of Foreign Travel, Residential Tenancy Acts, Queensland Tourism Services Act (2003), Privacy Act and local government regulations on building and waste disposal

- sources of legal information and advice in particular industry sectors.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • general knowledge of the legislation that affects business operations in a particular industry sector • knowledge of how to access and update the legal

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	information required for business compliance or seek professional assistance on legal matters • demonstrated application of legal knowledge to specific workplace situations and problems.
Context of and specific resources for assessment	Assessment must ensure: • use of current legal information.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of reports prepared by the candidate detailing how legal issues were identified and addressed in the conduct of a particular project • evaluation of industry projects conducted by the candidate to address the compliance requirements for different workplaces • case studies that allow the candidate to address legal requirements for given situations • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXMGT005A Manage business risk.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of relevant legal and licensing information may include:	• reference books • media • industry and employer associations • industry journals • internet • customers and suppliers • legal experts • regulatory authorities • local government officers • state or territory government departments.
Legal and licensing requirements may relate to:	• liquor • businesses preparing and selling food • gaming • sale of travel products • security • OHS • industrial relations • taxation • EEO • anti-discrimination • trades • access to protected areas.
Workplace systems and procedures to ensure compliance with legislation may relate to:	• recruitment, termination and other human resource management issues • food safety programs • in-house policies to ensure responsible service of alcohol • inspections and auditing • risk assessments • consumer complaint and dispute resolution processes • training practices • approval processes and protocols for various work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

activities
- general work practices and work organisation approaches
- workplace design
- distribution of information within the organisation
- signage.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Governance and Legal Compliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM001A Coach others in job skills

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. This unit has no parity with units in Training and Assessment Training Package, but reflects the situation in many workplaces where buddy systems and on-the-job coaching are extremely common.

Application of the Unit

Application of the unit This unit applies to individuals who provide informal on-the-job coaching to work colleagues. Generally this role is undertaken by experienced operational staff working autonomously under the broad guidance of others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for on-the-job coaching.	1.1 Identify the need for coaching based on a range of ***factors***. 1.2 Identify specific coaching needs through discussion with colleague to be coached. 1.3 Where appropriate, organise ***coaching sessions*** according to organisation policy.
2 Coach colleagues on the job.	2.1 Explain the overall purpose of coaching to colleague. 2.2 Explain and demonstrate the specific ***skills*** to be coached. 2.3 Communicate clearly any ***underpinning knowledge*** required and check colleague's understanding. 2.4 Provide colleague with opportunity to practise the skill and ask questions. 2.5 Provide feedback in a constructive and supportive manner.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Follow up coaching.	3.1 Monitor progress with new skills in the workplace and provide supportive assistance as required.
	3.2 Report progress to the appropriate person as required.
	3.3 Identify ***performance problems or difficulties*** with the coaching and rectify them or refer them to the appropriate person for follow-up.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills, specifically the use of questioning techniques and clarity in oral communication
- interpersonal skills to facilitate participation and encourage effective coaching outcomes
- literacy skills to interpret workplace documentation as required by the job role.

The following knowledge must be assessed as part of this unit:

- context for workplace coaching, including objectives, scope and relationship to other workplace activities
- basic principles of training, such as explanation, demonstration, review, trainee explanation, trainee demonstration and feedback
- equal employment opportunity (EEO) and other relevant legislation impacting on workplace coaching.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to provide supportive on-the-job coaching with constructive and supportive feedback
- clarity in oral communication
- knowledge of basic training principles
- demonstration of coaching skills under normal workplace conditions, including real work tasks to coach others in and use of suitable equipment and materials.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with other people to whom coaching is provided
- use of industry-current technology and documentation to support coaching activities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate coaching a colleague in a required work skill
- role-plays in which the candidate demonstrates training techniques or communication skills, such as questioning and providing feedback
- questions about training principles
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Factors that could influence the decision whether or not to conduct coaching may include:	• request for coaching from colleague to be coached • own observation and workplace experience • direction from colleagues.
Coaching sessions could be conducted in a range of contexts, including:	• on-the-job during work hours • before or after work • in a simulated location away from the actual workplace.
Skills to be coached are generally those not requiring formal or extended training sessions, but short, commonly-used tasks such as:	• customer service skills • technical or practical skills, such as operating equipment, making something or completing documentation • selling or promoting products and services.
Underpinning knowledge refers to the essential knowledge required to carry out tasks or undertake skills effectively, such as:	• ingredients or components of items • knowledge of products or services • principles underpinning skills such as communication and selling • reasons for undertaking various tasks • legislative, OHS and hygiene requirements.
Performance problems or difficulties may be due to:	• shyness or lack of confidence • breakdown in communication

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- language or cultural barriers
- insufficient opportunity to practise
- inappropriate circumstances for coaching.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM002A Recruit, select and induct staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to recruit, select and induct staff within the framework of existing human or staffing resource plans or policies. It requires the application of significant planning and organisational skills combined with sound knowledge of current recruitment, selection and induction practices.

Application of the Unit

Application of the unit This unit applies to individuals who recruit, select and induct staff in a tourism or hospitality context and in the framework of existing human resource plans and policies. Depending upon the sector and organisation, dedicated specialist staff, operational supervisors or managers undertake this role.

A more strategic approach to recruitment and selection may be found in specialist human resource management units from a Business Services Training Package.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify recruitment needs.	1.1 Identify short-term ***recruitment needs*** based on monitoring of service and efficiency levels in the workplace.
	1.2 Consult appropriate colleagues and other stakeholders in relation to staffing needs and job specifications.
	1.3 Develop clear and concise selection criteria and job specifications.
	1.4 Use job descriptions where appropriate to facilitate the recruitment process.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Obtain approval for recruitment initiatives according to ***organisation recruitment policies***.
2 Administer recruitment.	2.1 Create, approve and disseminate ***advertisements*** for positions according to organisation policy and legal requirements.
	2.2 Process applications according to organisation policy.
	2.3 Inform applicants of decisions and provide other recruitment information in ***appropriate format*** within reasonable timeframes.
	2.4 Organise interviews and other ***selection processes*** according to organisation policy and taking into account any ***special needs***.
	2.5 Make employment offers according to organisation policy.
	2.6 Advise prospective employees on details according to organisation policy and industrial and legislative requirements.
	2.7 Process and file recruitment records according to organisation policy.
	2.8 Identify and communicate recommendations for improvements in recruitment processes to appropriate colleagues.
3 Select staff.	3.1 Review applications against criteria, noting any additional influencing factors.
	3.2 Conduct ***selection processes*** according to organisation policy and legal requirements and taking into account any special needs.
	3.3 Use selection criteria as the basis for selection.
	3.4 Communicate selection recommendations to appropriate colleagues.
	3.5 Create and maintain accurate, clear and complete ***records of the selection process***.
4 Plan and organise induction programs.	4.1 Plan content and format of induction programs to reflect organisation objectives and policies.
	4.2 Include all appropriate ***information in induction***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	programs according to organisation policy and industrial and legislative requirements.
	4.3 Include information on the culture of the organisation in induction programs.
	4.4 Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to conduct the complete recruitment, selection and induction process
- literacy skills to develop complex and varied documentation, such as advertisements, job descriptions or induction programs
- ability to adapt interview techniques to meet the needs of a range of social and cultural groups
- communication skills to consult with colleagues and stakeholders, recommend improvements in recruitment process, inform applicants, ask questions to identify requirements, share information, listen and use non-verbal communication
- numeracy skills to work with basic numerical concepts in relation to issues such as advertising costs and salary levels.

The following knowledge must be assessed as part of this unit:

- broad knowledge of personnel planning, recruitment and selection practices
- role of job descriptions and typical formats
- role and uses of competency standards for the recruitment process
- recruitment methods and processes used within the tourism and hospitality industry, including most appropriate styles of advertising, features of an effective recruitment advertisement, roles of recruitment agencies and internal recruitment
- protocols and procedures for conducting selection interviews, including make-up of interview panels, type of questions and equity issues
- procedures and methods for selection
- procedures for reference checks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- nature and role of induction programs and typical content
- details of relevant legislation in relation to recruitment and selection of staff, including equal employment opportunity (EEO), anti-discrimination and dismissal procedures
- overview of potential requirements for employing people with special needs
- award provisions or other organisation agreement issues impacting on the recruitment process.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge and understanding of recruitment and induction processes and procedures used within the tourism and hospitality industry • ability to administer the total recruitment and induction process • ability to develop job specifications and selection criteria for recruitment, conduct fair interviews and make selections based on agreed criteria • conduct of a complete recruitment and induction process involving multiple applicants to meet a specific industry need • conduct of interviews with multiple applicants as part of the recruitment process.
Context of and specific resources for assessment	Assessment must ensure: • use of current industry information • involvement of and interaction with multiple applicants to reflect typical workplace conditions for the recruitment, selection and induction process.
Methods of assessment	A range of assessment methods should be used to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate conducting a number of job interviews
- review of documentation prepared by the candidate detailing job specifications, advertisements and supporting correspondence of the recruitment process
- evaluation of industry projects conducted by the candidate to develop job specifications and recruitment procedures for different workplaces
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Recruitment needs may be:

- permanent
- temporary
- full-time
- part-time

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- casual and contract
- volunteer
- project-related, e.g. for an event.

Organisation recruitment policies may relate to:

- approval processes for additional recruitment
- approval processes for advertised salaries
- required profile of potential employees, e.g. trainees and fully skilled
- use of government-subsidised traineeships
- nature and content of job advertisements
- nature and content of communications with applicants
- use of different media in the recruitment process
- participants in interview panels
- timing and nature of induction programs
- role of different personnel within the recruitment and induction process.

Advertisements may be:

- internal and external
- direct to the public
- via a recruitment agency
- on the internet.

Appropriate format:

- may include:
  - face-to-face
  - telephone
  - letter
  - email
  - fax
- may suit a particular special need, such as providing a document in large print.

Selection processes may include:

- face-to-face or remote interviews
- exchange of written information
- liaison with referees
- police checks
- internal administrative processes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Special needs in organising and conducting an interview may include:	• access, such as parking • establishing need for and using interpreters • establishing need for and using assistive technology • using special interview techniques, such as looking directly at a person who lip-reads • using visual information and diagrams instead of written material.
Records of the selection process may include:	• administrative documents relating to the organisational process • records of interview • panel comments • interview schedules • interviewer details.
Information in induction programs may include:	• organisation vision, goals and objectives • current organisational focus or initiatives • organisational charts • procedural information • workplace health and safety information • conditions of employment • contact details for various departments or colleagues • employee benefits • superannuation information.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITXHRM003A Roster staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to develop, administer and communicate staff rosters.

Application of the Unit

Application of the unit This unit applies to individuals responsible for the development of staff rosters in a tourism or hospitality context, in situations involving potentially large numbers of staff working across a range of different service periods, i.e. in more than a small office environment. Constraints around award provisions, other industrial agreements and wage budgets are a feature of rostering at this level.

Depending on the sector or specific organisation, this role may be carried out by dedicated specialist staff or by operational supervisors and managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop staff rosters.	1.1 Develop ***rosters*** according to relevant ***award provisions***, ***organisation agreements*** and wage budgets.
	1.2 Maximise ***operational efficiency and customer service levels*** while minimising wage costs in roster development.
	1.3 Combine duties where appropriate to ensure effective use of staff.
	1.4 Use the available skills base appropriately to roster the most effective mix of staff and to meet different operational requirements and constraints.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Take account of ***cultural considerations*** and ***broader organisational policies*** that affect staff rosters.
	1.6 Consult with colleagues to ensure appropriate input to rosters.
2 Present and communicate rosters.	2.1 Present rosters in required formats to ensure clarity of information according to organisation standards.
	2.2 Communicate rosters to appropriate colleagues within designated timeframes.
3 Maintain staff records.	3.1 Complete time sheets and other documentation accurately and within designated timelines.
	3.2 Update staff records and maintain or store them according to organisation procedures.
4 Evaluate rosters.	4.1 Monitor the effectiveness of rosters in consultation with colleagues.
	4.2 Identify ways in which rosters and roster development processes may be improved and take appropriate action.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- organisational skills to plan rosters to meet operational needs
- literacy skills to develop potentially complex roster documentation
- communication skills to consult with colleagues, ask questions and confirm requirements, and listen, understand and interpret verbal and non-verbal messages
- numeracy skills to undertake planning activities involving dates, times and staff ratios.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- role of rosters and their importance in controlling staff costs
- factors to be considered when developing rosters, including legal or industrial provisions in the relevant work context
- formats for the presentation of staff rosters and details to be included
- overview of software programs and other technology available for roster design
- in-depth knowledge of operational area for which roster is being developed.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge and understanding of the factors and issues affecting staff rostering
- familiarity with typical formats for rosters and key information to be included
- ability to prepare staff rosters that meet wage budgets and provide a level of staffing sufficient to ensure the delivery of high quality customer service
- project or work activities that allow the candidate to prepare rosters for a workplace and to evaluate their cost efficiency and operational effectiveness against nominated standards project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of rostering staff can be assessed
- preparation of multiple rosters for multiple periods to meet the staffing requirements of more than one operational situation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a fully operational situation (project or permanent working environment), including

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	a team of people for whom rosters can be developed • use of industry-current rostering technology and systems.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of the staffing costs and service levels in a workplace or at an event for which the candidate has prepared rosters • case studies to develop rosters for typical industry working periods and different operational situations • oral or written questions to assess knowledge of specific factors affecting the design of rosters • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Rosters may be for:	• individual department • whole organisation • specific project.
Award provisions and organisation agreements may affect rostering in relation to a range of issues, including:	• number of hours worked in a given shift • overall number of hours allocated to different staff members • breaks between shifts • nature of duties allocated • use of permanent or casual staff.
Operational efficiency and customer service levels may be affected by:	• numbers of staff • type of staff • balance of skills required • demands of different service styles or periods.
Cultural considerations may relate to:	• types of work to be undertaken by individuals • dates of cultural or religious festivals • family considerations • mixing of people from different cultures.
Broader organisational policies may relate to:	• compassionate leave • maternity or paternity leave • family-friendly workplace initiatives.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM004A Manage volunteers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the performance outcomes skills and knowledge required to recruit and retain volunteers.

Application of the Unit

Application of the unit This unit applies to individuals working in any industry who need to manage volunteer involvement in business or community activities. It is particularly relevant in the community, cultural, sporting and tourism sectors where volunteers feature prominently as part of the workforce both as part of one-off events and ongoing industry activities.

The unit applies to the whole process of volunteer management, including confirming need, establishing the recruitment program and monitoring implementation. It requires a range of critical thinking, communication and people management skills combined with sound knowledge of specific volunteer management issues. Individuals with managerial responsibility undertake this role.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research, determine and define needs for volunteer involvement.	1.1 Determine and evaluate volunteer requirements based on analysis of relevant ***human resource information*** and consultation with relevant stakeholders. 1.2 Assess ***benefits***, ***costs and risks*** to the organisation or project of volunteer involvement. 1.3 Establish and assess the requirements and impacts of ***relevant legislation and industry codes***. 1.4 Define overall ***volunteer roles*** according to specific organisational or project requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Undertake volunteer recruitment.	2.1 Develop appropriate ***position descriptions*** based on review of volunteer roles. 2.2 Establish and incorporate ***volunteer rewards*** into the recruitment program. 2.3 Communicate and delegate responsibility for volunteer coordination to relevant parties according to specific workplace requirements. 2.4 Identify key ***target areas*** from which volunteers might be recruited.
3 Maximise volunteer retention.	3.1 Assist in developing a climate of recognition and support for volunteers through ***representation in the wider environment***. 3.2 Identify and incorporate individual requirements of volunteers into work role design. 3.3 Arrange suitable induction and training for volunteers to ensure work roles, rights and responsibilities are clearly understood.
4 Ensure a positive experience for volunteers.	4.1 Liaise with volunteers regularly to monitor experience from both organisation and volunteer perspective and identify any areas of concern. 4.2 Identify and evaluate areas of concern and initiate follow-up action. 4.3 Identify and incorporate consideration of volunteer ***social and other motivations*** in work design programs.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- critical thinking skills to research and evaluate various aspects of volunteer recruitment and management
- communication and leadership skills to provide support to volunteers
- literacy skills to develop volunteer documentation, such as position descriptions
- numeracy skills to estimate numbers of volunteers.

The following knowledge must be assessed as part of this unit:

- social, political, cultural and historical issues that affect volunteering
- contribution made by volunteers in the relevant industry or community sector, and more broadly in Australian society
- motivational patterns of volunteers
- benefits, costs and risks of using volunteers
- human resource management practices and principles as they apply to volunteer management, including:
  - defining broad work roles and position descriptions
  - recruitment methods
  - training requirements
  - relevant industrial awards and agreements
  - links to broader organisational or project strategies
- insurance issues that impact on using a volunteer workforce
- features of legislation that impact on volunteer management, including equal employment opportunity (EEO), workplace relations, OHS and trade practices.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of the specific issues that affect the management of a volunteer workforce • evaluation of reports prepared by the candidate analysing volunteer management case studies • ability to research, evaluate and implement a volunteer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	management program • development and management of at least one volunteer program for a business or community activity.
Context of and specific resources for assessment	Assessment must ensure: • project or work activities conducted over a period of time to allow for ongoing monitoring aspects of managing volunteers to be assessed • use of industry-current technology and documentation in the volunteer management process.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of volunteer programs established or run by the candidate • questions to assess knowledge of specific issues associated with volunteer management • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Human resource information may include:

- organisational human resource plans
- operational plans
- event information.

Benefits, ***costs and risks*** may include:

- financial
- community engagement
- community cultural development
- risks of using untrained or partially trained staff
- impact on the paid workforce.

Relevant legislation and industry codes may include:

- OHS
- consumer affairs
- EEO
- organisation articles of association
- professional association regulations
- company codes and guidelines.

Position descriptions may include information on:

- required knowledge
- skills and attributes
- responsibilities
- accountability
- commitment
- rewards
- reimbursement of costs
- uniform.

Volunteer rewards may include:

- free admittance to games, competitions or events
- free or discounted merchandise
- opportunities for social interaction
- community involvement
- skill development
- pathway to employment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Target areas may include:	• past and present membership • family and friends • local community and community groups • volunteer agencies • unemployed people • service organisations.
Representation in the wider environment may include:	• providing input to organisation's overall human resource plan • promoting the benefits and value of volunteers to colleagues.
Social and other motivations may relate to:	• socialisation • enjoyment • loyalty • desire to do something different • support of family members and friends • meet new people • break from routine • sense of involvement • learn new skills • increased self-esteem • pathway to employment • travel • acknowledgment • status.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM005A Lead and manage people

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to lead and manage teams of people in the workplace, including volunteers where appropriate. The unit focuses on modelling high standards, developing commitment and managing team performance through effective leadership.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to frontline managers and supervisors who are responsible for leading and motivating teams in any industry context. It requires the application of highly developed communication, interpersonal and leadership skills with a strong focus on team development.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Model high standards of performance and behaviour.	1.1 Make individual performance a positive role model for others. 1.2 Show support for and commitment to organisation goals in day-to-day work performance. 1.3 Treat people with integrity, respect and empathy.
2 Develop team commitment and cooperation.	2.1 Develop and clearly communicate ***plans and objectives*** in consultation with the ***team***. 2.2 Make plans and objectives consistent with organisation goals. 2.3 Communicate ***expectations***, ***roles and responsibilities*** of team members and leaders in a way that encourages individuals and teams to take responsibility for their

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	work.
	2.4 Encourage teams and individuals to develop ***innovative approaches*** to work.
	2.5 Identify, encourage, value and reward individual and team efforts and contributions.
	2.6 Model and encourage ***open and supportive communication styles*** within the team.
	2.7 Seek and share ***information from the wider environment*** with the team.
	2.8 Represent the team's interests appropriately in the wider environment.
3 Manage team performance.	3.1 Assess the skills of team members and provide opportunities for ***individual development***.
	3.2 Monitor team performance to ensure progress towards achievement of goals.
	3.3 Delegate tasks and responsibilities appropriately, identify barriers to delegation and implement processes to overcome them.
	3.4 Provide mentoring and coaching support to team members.
	3.5 ***Provide recognition and reward*** for team achievements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to provide effective support and motivation to a team and overcome communication barriers
- planning and organisational skills to ensure activities and initiatives important to team development are integrated into own work planning
- literacy skills to interpret a wide range of operational workplace information and develop clear and articulate team plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- time management skills
- problem solving and decision making skills.

The following knowledge must be assessed as part of this unit:

- roles of and functions performed by supervisors and managers
- different leadership styles and the characteristics of effective leadership
- principles of teamwork, including characteristics of effective teams, roles and attributes of team members, organisation of teams, potential team problems and the benefits of effective teamwork
- role and theories of motivation and their application to different workplace contexts
- typical causes of workplace conflict, including cultural differences
- impact of conflict on the role of leaders
- organisational structure and group dynamics
- formal and informal communication methods and application
- legislative issues that impact on team management, including equal employment opportunity (EEO), diversity, anti-discrimination and unfair dismissal
- types of plans and planning processes.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of leadership, motivation and teamwork principles • ability to build positive team spirit and effectively manage overall team performance within a specific workplace context • project or work activities conducted over a period of time to allow the candidate to play an ongoing team-leading role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment	Assessment must ensure: • involvement of a team whose overall performance is the responsibility of the candidate.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of team leadership within a project or activity managed by the candidate • evaluation of reports prepared by the candidate detailing how team commitment was encouraged and how team performance was managed during the conduct of a project • case studies to develop approaches to specific team leadership situations • oral or written questions to assess theoretical knowledge of leadership, motivation and teamwork • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Plans and objectives may be short, medium or long-term and relate to:	• sales targets • performance targets for a particular project • increased productivity • meeting key performance indicators • organisational strategies • operational activities • task management • contingency management.
Team may be:	• project-based • permanent teams • paid workers • volunteers.
Expectations, ***roles and responsibilities*** may include:	• nature and scope of work • relationships with others in the workplace and interdependent areas of activity • roles of leaders and managers, including information provision, decision making, planning and organising, and monitoring staff • expectations around communication • reporting requirements.
Innovative approaches may include:	• making suggestions about better ways of doing things • alerting colleagues to the potential of new technologies • trying new approaches to old problems • seeking information or ideas from unexpected places.
Open and supportive communication styles may include:	• planned and unplanned exchanges of information • providing open access to documents • using technology to support effective communication, e.g. email groups • involving others in developing solutions • being prepared to declare own need for assistance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• providing constructive feedback.
Information from the wider environment which may affect the team may include:	• overall organisation objectives • rationale for management decisions • changes in organisation policies • marketing information and targets • business performance information, including financial • technology updates • plans for new equipment • training developments.
Opportunities for ***individual development*** may include:	• internal training and professional development • external training and professional development • change in job responsibilities • opportunity for greater autonomy or responsibility • formal promotion.
Recognition and reward for team members may include:	• informal acknowledgment • acknowledgment to the whole team of an individual's good performance • presentation of awards • written report to management • incentive initiatives.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITXHRM006A Monitor staff performance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to monitor staff performance within the framework of established performance management systems. It includes the skills to conduct structured performance appraisal and formal counselling sessions.

Application of the Unit

Application of the unit

This unit applies to individuals who monitor day-to-day staff performance in a tourism or hospitality context. It requires the application of significant communication and problem-solving skills combined with sound knowledge of current performance management practice.

Depending upon the sector and organisation, dedicated specialist staff, operational supervisors or managers undertake this role.

A more strategic approach to performance management can be found in specialist human resource management units from the Business Services Training Package.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor staff performance and provide feedback.	1.1 Consult with and inform colleagues about ***expected standards of performance*** using appropriate communication mechanisms.
	1.2 Monitor ongoing performance by maintaining close contact with the workplace and relevant colleagues.
	1.3 Provide confirming and corrective feedback to colleagues on an ongoing basis.
	1.4 Provide colleagues with ***appropriate guidance and support*** in the workplace.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Provide ***recognition and reward*** for achievements and outstanding performance according to organisation procedures.
	1.6 Identify the need for further coaching or training and organise according to organisation policies.
2 Recognise and resolve performance problems.	2.1 Identify and investigate performance problems promptly.
	2.2 Use feedback and coaching appropriately to address performance problems.
	2.3 Discuss and agree upon ***possible solutions*** with the colleague in question according to organisation procedures.
	2.4 Follow up outcomes of informal counselling through review in the workplace.
	2.5 Organise and conduct a formal counselling session when needed according to ***required procedures***.
3 Implement performance management systems.	3.1 Implement formal ***performance management systems*** according to organisation policy.
	3.2 Conduct individual performance evaluations openly and fairly according to organisation policy.
	3.3 Complete and file performance management records according to organisation policy and industrial requirements.
	3.4 Agree on courses of action with colleagues and follow up in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to provide effective feedback, coaching and counselling to team members

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to develop and respond to unpredictable staff performance issues
- planning and organisational skills to monitor and maintain a formal performance management system
- literacy skills to express potentially complex and sensitive information in writing and to develop and interpret typical performance management documentation
- numeracy skills to work with documents such as staff records and schedules.

The following knowledge must be assessed as part of this unit:

- understanding of the performance management concept within an organisation
- types of performance standards and performance management systems applicable to tourism and hospitality workplaces
- role and importance of feedback and coaching, including appropriate communication, in relation to monitoring staff performance
- grievance procedures
- performance appraisal techniques and systems, including:
  - reasons for performance appraisal
  - types of performance assessment
  - compiling and using performance data
  - protocols and procedures for performance appraisal interviews
  - procedures for formal counselling sessions
- communication skills, including active listening, questioning and using appropriate non-verbal communication in relation to counselling, providing feedback and coaching
- industrial relations, equal employment opportunity (EEO) and diversity issues and legislation that impact on monitoring staff performance.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of typical procedures and processes for formal performance management and counselling • ability to demonstrate appropriate communication

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	skills to provide supportive feedback and guidance to colleagues • project or work activities that allow the candidate to address typical performance management issues found in tourism or hospitality workplaces.
Context of and specific resources for assessment	Assessment must ensure: • interaction with others to demonstrate appropriate communication skills.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of reports prepared by the candidate detailing how performance management issues may have been addressed during the conduct of a team project • evaluation of industry projects conducted by the candidate to develop performance management approaches for different workplaces • role-play to provide feedback and conduct a performance appraisal or formal counselling session • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Expected standards of performance and performance problems may relate to:

- productivity
- punctuality
- personal presentation
- level of accuracy in work
- adherence to procedures
- customer service standards
- team interaction
- response times
- waste minimisation
- cost minimisation.

Appropriate guidance and support may include:

- advice on training and development opportunities
- support with difficult interpersonal situations
- opportunity to discuss work challenges
- confirmation of organisational objectives and key performance requirements
- ensuring adequate resources are applied
- representing staff interests in other forums.

Recognition and reward may include:

- informal acknowledgment
- acknowledgment of an individual's good performance to the whole team
- presentation of awards
- written report to management.

Possible solutions to performance may include:

- additional training
- assistance with problems outside of the workplace
- adjustment of workload
- reorganisation of work practices
- agreement on short-term goals for improvement.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Required procedures for a formal counselling session may include:	• formal notification to staff member and management • invitation of appropriate people • organisation of appropriate location for counselling session.
Performance management systems may include:	• type of assessment, e.g. self, peer, team and productivity indicators • methods of collecting performance data • methods of interpreting performance data • processes for performance appraisal interviews.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM007A Manage workplace diversity

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to provide leadership in a diverse workplace where customers and staff are from a wide range of backgrounds. It builds on the unit SITXCOM002A Work in a socially diverse environment, and reflects the importance of managing diversity in the workplace.

Application of the Unit

Application of the unit This unit applies to individuals working in a frontline management role in any industry context. It requires the application of sophisticated communication and problem-solving skills in a leadership context, based on a strong understanding of diversity issues, how they impact on management practice and how diversity may be encouraged and respected in the workplace.

Team leaders, supervisors or managers undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Encourage respect for diversity in the workplace.	1.1 Provide a role model for others through individual behaviour that demonstrates respect for ***diversity***. 1.2 Develop ***work practices*** and undertake planning in a manner that shows respect for workplace diversity. 1.3 Assist and coach colleagues in ways of accepting diversity in relation to customers and other colleagues. 1.4 Initiate open communication and discussion about diversity issues among colleagues and team members.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Use diversity as an asset.	2.1 Recognise and use the skills of a diverse workforce to enhance organisation performance. 2.2 Promote the ***benefits of productive diversity*** to colleagues. 2.3 Seek out information about emerging approaches to diversity and integrate into current work practice.
3 Deal with problems arising from diversity issues.	3.1 Recognise workplace ***problems that arise from diversity issues*** promptly and take action to resolve the situation. 3.2 Identify training needs related to diversity issues and take appropriate action. 3.3 Use coaching and mentoring to assist colleagues to work successfully in a diverse environment.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cross-cultural communication skills with specific reference to the roles of leaders and managers, including cross-cultural communication for:
  - conflict resolution
  - negotiation
  - motivation
- problem-solving skills to address diversity issues and challenges at a leadership level
- literacy skills to interpret a wide range of information dealing with complex ideas and concepts.

The following knowledge must be assessed as part of this unit:

- specific diversity issues that apply to the relevant industry context and contribute to the industry's progress, including benefits of productive diversity
- current and emerging views and approaches on managing workplace diversity
- potential scope of the term diversity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- how diversity may affect workplace operations
- legal issues that relate to diversity, including equal employment opportunity (EEO) and anti-discrimination.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • understanding of the role of leaders and managers in encouraging diversity • knowledge of cross-cultural communication techniques as they apply to leaders and managers • knowledge of specific cultural issues that may apply in a particular industry context • ability to apply knowledge and understanding of diversity issues to specific workplace situations.
Context of and specific resources for assessment	Assessment must ensure: • access to current sources of information on diversity.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • case studies to develop strategies for effectively managing diversity in different industry contexts • oral or written questions to assess knowledge of cross-cultural issues and communication techniques • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Diversity is referred to here in its broadest sense and may be related to:	• race • language • special needs • disabilities • family structure • gender • age • sexual preference.
Work practices that reflect respect for diversity may include:	• acknowledgment of religious and cultural celebrations • appropriate allocation of duties to particular staff members • culturally appropriate mixing of staff • training in culturally appropriate communication • consideration of customers with special needs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Benefits of productive diversity may include:	• multilingual workforce • workforce that reflects the diversity of the customer base • improved cross-cultural communication • education of the workforce in relation to greater understanding of diversity • removal of prejudice • different perspectives on problem-solving • increased trade with other countries or cultures • more interesting work environments.
Problems that arise from diversity issues may include:	• communication challenges • conflicting beliefs and values in the workplace.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM008A Manage workplace relations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage workplace relations from an industrial relations perspective. A more strategic approach to overall employee relations is found in the Business Services Training Package.

Application of the Unit

Application of the unit

This unit applies to individuals involved in the management of workplace relations from an industrial relations perspective and at an operational level. It requires the application of critical thinking, communication, problem-solving and planning skills combined with a sound general knowledge of current industry relations legislation, as well as provisions and processes in a given workplace context.

The unit focuses on the skills and knowledge needed by frontline managers and owners or managers of small businesses. Human resource management units in the Business Services Training Package are more relevant to human resource specialists who need a more strategic focus.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Build a positive industrial relations climate.	1.1 Provide employees with accurate and impartial information on industrial matters likely to affect them. 1.2 Identify and evaluate promptly workplace changes or issues that may cause industrial unrest and take ***appropriate action***. 1.3 Analyse potential causes of industrial unrest in external environments and take appropriate action promptly. 1.4 Create ***conditions of employment*** according to relevant legislation and industrial awards or agreements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Implement mechanisms for consulting with staff and facilitating two-way communication.
	1.6 Ensure induction and training initiatives are used effectively to develop a competent workforce.
	1.7 Establish consultative structures for the identification and resolution of grievances.
2 Implement formal industrial procedures.	2.1 Contribute to the development of ***formal industrial relations procedures*** in consultation with ***relevant parties***.
	2.2 Use and monitor agreed procedures to resolve employee relations issues according to organisation policy and legal requirements.
	2.3 Monitor agreed processes and make appropriate adjustments in consultation with relevant parties.
	2.4 Identify the need for and access specialist assistance in industrial relations matters when appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- critical thinking and analytical skills to evaluate complex information from varied sources and apply that information to management practices
- planning and organisational skills to organise and implement workplace procedures to address industrial relations issues
- literacy skills to interpret and develop complex documentation
- numeracy skills to work with numerical aspects of industrial agreements.

The following knowledge must be assessed as part of this unit:

- overview of the current federal and relevant state or territory industrial relations system, including legal obligations of employers
- role of specific unions in the relevant industry sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- role of specific employer groups in the relevant industry sector
- provisions of awards appropriate to the industry sector
- overview of procedures for creating workplace agreements
- procedures and specific communication skills for formal counselling, and grievance and industrial dispute resolution.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of industrial relations issues, procedures and regulations as they apply to particular sectors • ability to interpret industrial awards and agreements • ability to foster the development of a positive industrial relations climate • demonstration of skills through the development of workplace relations approaches to meeting a particular organisation or industry need.
Context of and specific resources for assessment	Assessment must ensure: • use of current industrial relations information.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of projects conducted by candidate in conjunction with industry operators to address industrial relations issues • case studies to develop approaches to different industrial relations issues • oral or written questions to assess knowledge of industrial relations legislation, regulations and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	procedures • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate action in relation to potential industrial unrest may include:	• initiation of consultation processes • further research on issues presented • making reports and recommendations to colleagues • accessing specialist assistance.
Conditions of employment may relate to:	• salary or wages • penalty rates • holiday and leave entitlements • superannuation • hours of work • grievance procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Formal industrial relations procedures may include:	• grievance procedures • dispute resolution procedures • mediation • conciliation • arbitration.
Relevant parties to be included in consultation processes must be appropriate to the industry sector and include:	• staff • unions • employer groups • boards of management • government authorities.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXHRM009A Provide mentoring support to business colleagues

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to act as a business mentor to other individuals in the industry or workplace.

Application of the Unit

Application of the unit

Mentoring may apply to any area of business or professional endeavour and those involved in the mentoring process may work within the same or different organisations.

Providing mentoring support requires the application of highly developed communication and critical thinking skills combined with wide-ranging business skills in the relevant industry context. A good knowledge of the role of mentoring, mentoring protocols, and the ways in which mentoring can be used for maximum benefit, is also required.

By its nature, this role is only undertaken by individuals with significant workplace and business experience.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish a relationship with the person being mentored.	1.1 Use effective communication styles to develop trust, confidence and rapport. 1.2 Make agreements on how the mentoring relationship will be conducted, including the amount of time involved for both parties, confidentiality of information and the scope of issues to be covered. 1.3 Discuss and clarify ***expectations and goals***.
2 Offer mentoring	2.1 Assist the person being mentored to identify and evaluate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
support.	options to achieve agreed goals.
	2.2 Share appropriate personal experiences and knowledge with the person to assist in progress towards agreed goals.
	2.3 Encourage the person to make decisions and take responsibility for the courses of action or solutions under consideration.
	2.4 Provide supportive advice and assistance in a manner that allows the person to retain responsibility for achievement of his or her own goals.
	2.5 Recognise and openly discuss ***changes in the mentoring relationship***.
	2.6 Make adjustments to the relationship to take account of the needs of both parties.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to develop and maintain a positive, open and mutually supportive mentoring relationship
- critical thinking skills to evaluate and generate complex ideas and concepts
- literacy skills to interpret a wide range of complex documentation.

The following knowledge must be assessed as part of this unit:

- understanding of mentoring, its role and potential benefits
- protocols associated with a mentoring relationship, including appropriate boundaries
- typical issues and problems that might occur at given points in a mentoring relationship
- extensive knowledge and experience of the area of business in which the person being mentored operates.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- understanding of the role and benefits of mentoring in business
- extensive experience and knowledge of the context in which the person being mentored is operating
- ability to use workplace knowledge and experience to assist another individual to achieve his or her agreed goals
- application of effective communication styles to develop the mentoring relationship
- demonstration of skills over a period of time where the candidate provides mentoring support for a less experienced colleague.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with others to demonstrate appropriate communication and mentoring skills.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of reports detailing mentoring activities undertaken by the candidate, taking account of confidentiality issues
- interview with the person being mentored to evaluate the mentor's skills
- oral or written questions to assess knowledge of the key concepts of mentoring
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Expectations and goals for mentoring may include:	• acquisition of specific business skills • progress with overall business development • individual professional and personal development.
Changes in the mentoring relationship may include:	• inability of one party to continue participation • identification of a need for assistance from others with different skills • achievement of goals and decision to conclude the relationship • changes in the dynamic of the relationship.

Unit Sector(s)

Sector	Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Human Resource Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXICT001A Build and launch a website for a small business

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to build a basic website to meet business needs, including selecting a hosting service and appropriate web development software, planning the website structure and undertaking the actual construction of the site. It requires the technical skills and knowledge typically needed by a business that elects to develop its own site rather than access the services of IT professionals.

This unit satisfies the requirements of BSBEBUS506A Plan and develop a business website, in the Business Services Training Package. BSBEBUS506A has been customised to articulate the technical skills required for building a website and define the scope of skills and knowledge required.

Application of the Unit

Application of the unit

This unit describes a skill relevant to any business within the service industries and applies to the full range of industry sectors and environments. It is particularly relevant to those in small businesses who develop their own websites.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan website structure.	1.1 Develop website style and structure to suit the ***business purpose*** and intended target audience according to business website strategy.
	1.2 Identify and include appropriate ***features and capabilities*** within the website structure.
	1.3 Determine layout and navigation requirements in relation to appearance, readability, links and ***ease of operation***.
	1.4 Identify and apply accessibility requirements for website to ensure maximum accessibility.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Document structure clearly and accurately to facilitate an efficient development process.
	1.6 Develop and integrate appropriate interactive forms into the website structure to capture customer data.
	1.7 Select ***authoring tools and software*** based on website requirements.
	1.8 Identify and integrate website ***security requirements*** into the development process.
2 Develop website content.	2.1 Select and use business information to create website content according to business website strategy.
	2.2 Define appropriate information for inclusion in interactive forms based on the purpose of the form.
	2.3 Adapt information for inclusion on the web to ensure site is clear, scannable and readable.
	2.4 Use language style and tone suited to business image to be conveyed and intended target audience.
	2.5 Integrate ***content features*** into the website according to website structure and plan.
	2.6 Check content for accuracy, currency and relevance according to website plan and purpose.
3 Create website pages.	3.1 Create a plan for website pages and active links to meet layout and navigation requirements.
	3.2 Select page titles and key words to reflect business purpose and website content, and to assist access via search engines.
	3.3 Improve ***page presentation*** by adding ***features*** to enhance web pages.
	3.4 Develop ***linked web pages*** according to website plan, ensuring links are clearly named and unambiguous.
	3.5 Use appropriate techniques to create interactive forms within website pages.
	3.6 Create all pages to be consistent with site design specifications.
4 Select and use a web	4.1 Identify ***relevant sources of information on web hosting***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
hosting service.	***options***.
	4.2 Evaluate different web hosting services and select according to business and technical requirements.
	4.3 Upload files to selected web hosting service according to technical requirements and business agreements.
5 Test and critically evaluate website.	5.1 Test website functions, processes and navigation to confirm operational status, appearance, accuracy and ease of operation.
	5.2 Evaluate effectiveness of interactive forms to ensure that required sales data is collected for the business.
	5.3 Evaluate website according to business website strategy to ensure it projects a business image suited to the e-business model.
	5.4 Identify any problems, develop a range of strategies to solve them and select appropriate and sustainable solutions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- techniques for using colour and enhancing text within a website
- techniques for capture and manipulation of digital images and graphics, including insertion into a website
- writing skills to develop and review website content for diverse purposes and audiences.

The following knowledge must be assessed as part of this unit:

- general understanding of the internet and world wide web and their application and relevance to individual businesses
- current e-business environment for a particular business context
- general overview of different services and operation systems used by internet service providers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- general principles of website architecture and design
- role of a website in the marketing mix and ways in which the marketing effectiveness of a website can be enhanced
- key features of a marketing-oriented website
- general features of browsers, search engines and web crawlers, including how these impact on website design, decisions and meta-tags
- relationships between content and site design
- functions and features of micro-content elements such as headings, highlighted words and hyperlink text
- underlying impact of hypertext markup language (HTML) and cascading style sheets on site design
- features and uses of frames, forms and tables within a website
- privacy issues, codes of practice and legislative requirements in relation to the development of a website including:
  - OECD Guidelines for Consumer Protection in the Context of Electronic Commerce
  - World Wide Web Consortium (W3C) guidelines
  - copyright laws
  - defamation laws
  - privacy legislation and confidentiality requirements
  - intellectual property
  - legal and regulatory policies affecting e-business.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to build a website to meet a specific business need through the integration and application of appropriate business and technical skills • knowledge of the key features and functions to be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	incorporated into a business website.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills using current equipment, software and authoring tools to develop a business website to meet a particular business need.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to build and launch a website. The following examples are appropriate for this unit: • evaluation of a website developed by the candidate through testing of the site against key criteria • oral or written questioning to assess knowledge of functions, features, security requirements, ISP services and website design requirements • review of portfolios of evidence and third -party workplace reports of on -the -job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBEBUS604A Develop a business website strategy • BSBEBUS507A Manage the business aspects of a website.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU301A Create and use databases

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Business purpose may include:

- promotion
- sales
- contracting and procurement
- auctions
- provision of information
- collaboration
- support to multiple businesses
- change to supply chain integration
- electronic payments
- consultancy services
- certification.

Website ***features and capabilities*** may involve:

- marketing features
- legal requirements
- privacy and confidentiality requirements
- security requirements
- authentication facility or link
- customer service requirements
- shopping cart facilities
- electronic payment facilities
- online catalogues and brochures
- knowledge bases
- frequently asked questions (FAQs)
- thumbnails
- active links
- navigation buttons

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- colour, sound, video, images and graphics
- downloadable files
- search facility
- facility of user feedback on content and operation of website
- text and tags in HTML
- cut down versions of web pages in wireless markup language (WML) for access by wireless application protocol (WAP) telephones.

Ease of operation may include:

- homepage download time
- time to download files
- difficulty in navigation.

Authoring tools and software may include a wide range of text editors and commercial applications such as:

- WordPad
- Notepad
- FrontPage
- Dreamweaver
- Adobe Photoshop.

Security requirements may include:

- password protection
- limited viewing of rates
- limited downloading of images or image encoding
- payment mechanism.

Content features may include:

- knowledge bases
- products and services
- catalogues and brochures
- thumbnails
- FAQs
- company profile
- staff profiles
- business history
- client testimonials
- published materials.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Page presentation may include:	• animated sequences • sound • movie sequence • plug ins • downloadable files • use of bold, italics, subscript, superscript and strikethrough • different fonts and font sizes • colour • images, e.g. photographs and graphics • bulleted or numbered lists • tables • interactive forms for bookings or enquiries.
Features to enhance web pages may include use of:	• frames • colour • photographic images • graphics • text enhancement.
Linked pages may include:	• relative links: between a page and the home page • fully qualified uniform resource locator (URL) link: to a page on another website.
Relevant sources of information on web hosting options may include:	• internet service providers (ISPs) • industry associations • IT media reviews and articles.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Computer Operations and ICT Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV001A Receive and store stock

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to receive and store stock. It requires the ability to check and take delivery of stock, other than food, and to appropriately store, rotate and maintain the quality of stock items.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit has commonality with SITHCCC003B Receive and store kitchen supplies, which deals specifically with the receipt and storage of food items and related food safety issues. The control and ordering of stock levels is covered in SITXINV002A Control and order stock.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

Stock control systems might be manual, but increasingly stock control is computerised. This unit covers any type of stock, other than food items.

The receipt and storage of stock is undertaken by frontline operational personnel who work under close supervision and guidance from others. They would be required to apply little discretion and judgement because they operate using predefined organisational procedures. They would report any stock-related discrepancies for the action of a higher level staff member.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Take delivery of stock.	1.1 Check incoming ***stock*** against orders and delivery documentation according to organisation procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Identify and record variations and report them to the appropriate person.
	1.3 Inspect items for damage, quality, use-by dates, breakages or discrepancies, and record findings according to organisation procedures.
	1.4 Manage excess stock according to organisation procedures.
2 Store stock.	2.1 Transport stock to appropriate storage area promptly and safely.
	2.2 Store stock in the appropriate location according to organisation OHS and security procedures.
	2.3 Record stock levels accurately according to organisation procedures and using appropriate technology.
	2.4 Label stock according to organisation procedures.
3 Rotate and maintain stock.	3.1 Rotate stock according to organisation procedures.
	3.2 Use safe manual handling techniques when moving and storing stock to avoid any injury.
	3.3 Check on the quality of stock at regular intervals and report findings to appropriate personnel.
	3.4 Place excess stock into storage or dispose of stock according to organisation procedures.
	3.5 Maintain stock area according to organisation and government requirements, and identify and report any problems promptly to appropriate personnel.
	3.6 Use ***stock control systems*** correctly and according to organisation speed and accuracy requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following skills must be assessed as part of this unit:

- safe manual handling techniques
- ability to conduct stock activities in a logical and time-efficient work flow
- literacy skills to check incoming stock against order and delivery documentation, to read use-by dates, stock labels, and to read and interpret organisation procedures
- writing skills to record incoming stock and to use stock control systems to record stock-related issues
- communication skills to make accurate verbal or written reports of stock discrepancies
- numeracy skills to count incoming, stored and rotated stock items.

The following knowledge must be assessed as part of this unit:

- basic knowledge of relevant stock, including product life and storage requirements
- different types of storage and their suitability for different kinds of stock
- principles of stock control, including:
  - rotation
  - correct storage procedures for specific goods
  - segregation of non-food items from food items in any storage area that have potential to cross-contaminate
  - checking for slow moving items
- types of stock control documentation and systems that may be applied in the tourism and hospitality industries
- stock security systems and procedures
- OHS procedures and safe work practices that relate to the receipt, transportation and storage of stock

safe and correct use of equipment, such as forklifts.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • efficient and safe receipt, storage, rotation and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit

maintenance of stock items

- application of the OHS and security procedures related to receipt, handling and storage of goods
- completion of stock receipt and storage activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- receipt, storage, rotation and maintenance of stock items within an operationally realistic tourism or hospitality stock control environment
- use of current technology, equipment, stock documentation and real stock items
- access to stock control procedures and OHS procedures that relate to the receipt, transportation and storage of stock.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to receive and store stock. The following examples are appropriate for this unit:

- direct observation of the candidate receiving and storing stock
- written and oral questioning or interview to test knowledge of stock, OHS and security procedures
- review of workplace reports and records related to stock control prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXOHS002A Follow workplace hygiene procedures
- SITXADM001A Perform office procedures
- SITXOHS001B Follow health, safety and security procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Stock may include:

- beverages for bar, mini bar, restaurant and shop
- equipment, such as maintenance and cleaning equipment and office equipment
- linen, such as sheets and towels
- stationery, such as guest stationery and office supplies
- brochures and promotional material
- vouchers and tickets
- souvenirs and other retail products.

Stock control systems may be:

- manual
- computerised.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Inventory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV002A Control and order stock

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to control and order stock. It requires the ability to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of stock.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

The skills required by managers to establish and monitor cost-effective order and supply arrangements are covered in SITXINV003A Manage and purchase stock.

Application of the Unit

Application of the unit

This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

Stock control systems might be manual, but increasingly stock control is computerised. This unit covers the administrative control of any type of stock.

Supervisory personnel who operate with a considerable level of autonomy or under limited guidance from others would be responsible for controlling and ordering stock. They would be largely responsible for making decisions on the overall administration of stock and would be the contact person for operational staff referring any stock discrepancies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after one of the following prerequisite units:

- SITXINV001A Receive and store stock
- SITHCCC003B Receive and store kitchen supplies.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Maintain stock levels and records.	1.1 Use ***stock control systems*** to administer all stock control and ordering processes fully and efficiently.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Monitor and maintain ***stock*** levels to organisation requirements.
	1.3 Monitor stock security and adjust systems as required.
	1.4 Monitor and adjust stock reorder cycles as required.
	1.5 Inform colleagues of their individual responsibilities in regard to the reordering of stock.
	1.6 Maintain records of stock storage and movement according to organisation procedures.
	1.7 Monitor stock performance, and identify and report fast or slow-selling items according to organisation procedures.
2 Process stock orders.	2.1 Process orders for stock according to organisation procedures.
	2.2 Maintain and record stock levels ensuring information is complete, correct and current.
	2.3 Check incoming stock records against purchase and supply agreements and record all necessary details.
3 Minimise stock losses.	3.1 Identify and record ***stock losses*** according to organisation procedures.
	3.2 Report losses according to organisation procedures.
	3.3 Identify avoidable losses and establish reasons for them.
	3.4 Recommend solutions to loss situations and implement related procedures to prevent future avoidable losses.
4 Follow up orders.	4.1 Monitor the delivery process to ensure agreed deadlines are met.
	4.2 Liaise with colleagues and suppliers to ensure continuity of supply.
	4.3 Follow up on routine supply problems or refer problems to appropriate person according to organisation policy.
	4.4 Distribute stock to agreed allocations ensuring that it is protected from loss, contamination, spoilage, temperature abuse and pests, and is in line with relevant OHS and food safety procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
5 Organise and administer stocktakes.	5.1 Organise stocktakes at appropriate intervals according to organisation policy and procedures. 5.2 Allocate stocktaking responsibilities to staff. 5.3 Produce accurate stocktake reports within designated timelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to process all stock order documents and reconcile incoming stock records against purchase orders
- writing skills to record and maintain all stock records and produce complex stocktake reports
- high-level communication skills to inform colleagues on their individual stock ordering and stocktake responsibilities and liaise with suppliers about deliveries and discrepancies
- critical thinking skills to allow for the analysis of stock records to determine stock losses and to make appropriate recommendations for improvements
- numeracy skills to perform complex calculations involving reconciling stock orders and levels.

The following knowledge must be assessed as part of this unit:

- stock ordering procedures
- stock level maintenance techniques appropriate to industry sector
- stocktake procedures appropriate to industry sector
- stock recording systems
- stock security systems and procedures
- types of stock control documentation and systems
- reasons for stock loss and damage and methods used to control these.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ordering, control and overall administration of continuous stock supply within a specific tourism and hospitality industry environment
- ability to meet accuracy and speed requirements for completion and maintenance of stock records
- project or work activities conducted over a commercially realistic period of time so that the stock control and maintenance aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- ordering, control and overall administration of stock within an operationally realistic tourism or hospitality stock control environment
- use of current technology, equipment, stock documentation and real stock items
- access to stock security and stocktake procedures
- involvement of internal and external suppliers.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to control and order stock. The following examples are appropriate for this unit:

- review of project activities undertaken by the candidate to control stock for a given period of time for a specific outlet
- review of stock control activities undertaken as part of industry placement or training with an industry operator
- written and oral questioning or interview to test knowledge of security and stocktake procedures
- case studies to assess ability to solve problems related to stock control, stock loss or security

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of workplace reports and records prepared by the candidate related to stock control
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXADM001A Perform office procedures
- SITXMGT001A Monitor work operations
- SITXINV003A Manage and purchase stock.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Stock control systems may be:

- manual
- computerised.

Stock may include:

- food and beverages
- equipment, such as office equipment and maintenance and cleaning equipment
- linen

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- stationery
- brochures and promotional material
- cleaning supplies and chemicals
- vouchers and tickets
- souvenirs and other retail products.

Stock losses may relate to:

- lack of rotation leading to product deterioration
- inappropriate storage conditions
- access by pests or vermin
- theft
- overstocking.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Inventory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXINV003A Manage and purchase stock

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to establish and implement stock control and stock purchasing systems.

Application of the Unit

Application of the unit This unit applies to individuals who need to establish and monitor high quality and cost-effective order and supply arrangements within an organisation. The unit is relevant in organisations where stock management is an integral and essential part of business operations, and where there are complex ordering, control and purchasing issues to be considered, such as in hospitality establishments.

Individuals with managerial responsibility undertake this role.

The unit is not appropriate for individuals working in environments where stock management is very simple, such as those controlling stationery supplies in a small office.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and implement an order and supply process.	1.1 Develop an order and supply process for ***stock*** and communicate to relevant people.
	1.2 Establish economic order quantities based on internal information and supplier advice.
	1.3 Determine required stock levels according to peak seasons, special events and supplier's lead time.
	1.4 Develop process to include monitoring of quality during supply and delivery processes in line with any organisation and regulatory requirements, including food safety regulations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2 Establish and implement stock control systems.	2.1 Develop ***stock control systems*** and communicate to all appropriate staff in a timely manner. 2.2 Apply ***special control systems*** to items showing high wastage or loss. 2.3 Use data correctly to calculate ***standard methods and measures*** and communicate to appropriate staff. 2.4 Monitor workplace systems and make adjustments according to feedback and operational experience. 2.5 Initiate training of staff to minimise stock wastage.
3 Develop optimum supply arrangements.	3.1 Evaluate quality of supply, based on feedback from colleagues and customers. 3.2 Source and review potential suppliers in line with organisation requirements. 3.3 Develop appropriate and accurate ***purchase specifications***. 3.4 Assess suppliers against specifications considering all ***relevant factors***. 3.5 Assess ***terms of purchase*** and negotiate with suppliers to achieve optimum supply arrangements. 3.6 Adjust sources of supply in line with assessments and make accurate records of agreements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to negotiate and liaise with stock suppliers
- critical thinking skills to evaluate and determine optimum supply arrangements
- planning and organisational skills to establish and monitor stock control systems and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- problem-solving skills to address stock-related issues at a management level
- literacy skills to interpret and develop a wide range of documents related to purchasing and stock control
- numeracy skills to work with budgets and specific stock control issues, such as wastage, standard measures and stocktakes.

The following knowledge must be assessed as part of this unit:

- economic order quantities and their workplace application, including:
  - applicability to different items
  - appropriate formulas
  - data required to compute the economic order quantity
  - information from suppliers needed to establish economic order quantities
- supply sources for different types of product
- information required to develop an accurate and complete purchase specification, including appropriate terminology
- supplier and market knowledge relevant to given industry context.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to develop purchasing and control systems to ensure continuity, quality and cost-effectiveness of supply • knowledge of typical purchasing and control systems used within the relevant tourism or hospitality context • development of a purchasing and control system to address a specific business operation need.
Context of and specific resources for assessment	Assessment must ensure: • interaction with suppliers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of activities that allow the candidate to undertake a stock management role within a commercial kitchen or a food and beverage outlet over a period of time
- case studies to develop order and supply processes and stock control systems for different workplace situations
- oral or written questions to assess knowledge of typical systems for purchasing and stock control
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Stock may include:

- food and beverages

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- linen
- housekeeping supplies
- stationery
- cleaning agents and chemicals
- general stores
- merchandise.

Data for establishing ***stock control systems*** may include:

- yield tests
- historical sales figures
- stocktake figures.

Stock control systems may include:

- integrated point-of-sale systems
- imprest
- ledgers
- bin cards
- stocktaking systems
- stock valuation systems
- stock reporting systems.

Special control systems for items of high wastage may include:

- systems for receiving, storing and issuing
- requisitioning
- controlling issue quantities
- issuing to authorised persons
- procedures for stock transfer to other departments.

Standard methods and measures vary depending on product item, but may include:

- portion size, such as weight, volume, count, scoop, measure, cup or slice
- standard recipes.

Information to be included in ***purchase specifications*** may include:

- product name
- general description
- detailed description
- use for product
- storage procedures
- required labelling
- special instructions or requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Relevant factors to consider in assessing suppliers against specifications may include:	• ability to meet all aspects of the specification • product availability • delivery service, including emergency delivery • minimum and maximum order quantities • competitive pricing • financial terms available • references from other customers • trading hours • after sales service.
Terms of purchase may include:	• competitive or open market buying • contract buying • sealed bid buying • cost plus buying • one stop buying • cooperative buying • negotiated buying • volume buying and warehousing • centralised or decentralised purchasing.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Inventory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN1A Conduct basic workplace oral communication in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to understand and use a language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and farewelling guests, providing face-to-face routine customer service and other routine workplace activities. This unit can be used for training delivery and assessment of basic oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1.

This unit is the first in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN111A Conduct basic workplace oral communication in a language other than English (Italian).

SITXLAN101A	(Arabic)
SITXLAN102A	(Indonesian)
SITXLAN103A	(Cantonese)
SITXLAN104A	(Dutch)
SITXLAN105A	(Finnish)
SITXLAN106A	(French)
SITXLAN107A	(German)
SITXLAN108A	(Greek)
SITXLAN109A	(Hindi)
SITXLAN110A	(Hungarian)
SITXLAN111A	(Italian)
SITXLAN112A	(Japanese)
SITXLAN113A	(Korean)
SITXLAN114A	(Malay)
SITXLAN115A	(Mandarin)
SITXLAN116A	(Polish)
SITXLAN117A	(Portuguese)
SITXLAN118A	(Russian)
SITXLAN119A	(Serbian)
SITXLAN120A	(Spanish)
SITXLAN121A	(Swedish)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN101A	(Arabic)
SITXLAN122A	(Swiss German)
SITXLAN123A	(Taiwanese)
SITXLAN124A	(Thai)
SITXLAN125A	(Turkish)
SITXLAN126A	(Croatian)
SITXLAN127A	(Bosnian)
SITXLAN128A	(Australian Indigenous languages)
SITXLAN129A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Be courteous to customers and colleagues.	1.1 Identify the specific language needed in order to conduct basic communications. 1.2 Use appropriate, very simple, ***commonly-used courtesy expressions*** with customers or colleagues including greeting and welcoming, farewelling, apologising and thanking. 1.3 Recognise and observe any social and cultural conventions of the specific language speaker to support communication. 1.4 Make efforts to communicate through use of gestures or use of basic vocabulary in the other person's language where language barriers exist. 1.5 Identify and use ***appropriate resources*** and seek assistance from those with suitable language skills.
2 Communicate with customers and colleagues in a language other than English to support routine workplace activities.	2.1 Understand and use key words, short phrases and gestures to enhance ***communication***. 2.2 Use any ***visual techniques*** to enhance or replace oral communication.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to allow for positive and courteous interaction with customers
- cross-cultural language skills to use key words, phrases, short expressions and numbers routinely required to fulfil common customer needs relevant for the particular workplace and to the language being assessed.

The following knowledge must be assessed as part of this unit:

- general knowledge of the culture and the social and cultural conventions relevant to the language being assessed, including traditions, attire, eating habits, table manners, body language and taboo topics
- general awareness of cross-cultural communication issues sufficient to avoid giving offence to customers and colleagues.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	There are three critical considerations for the assessment of this unit. • This unit can be used to assess basic oral proficiency in anylanguage other than English. Assessment must be customised to the requirements of a particular language. • Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

typical tourism or hospitality vocational activities.

- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- ability to use appropriate courtesy expressions, key words, phrases, short expressions and numbers in a language other than English in order to fulfil common customer needs
- ability to gesture in a socially and culturally appropriate manner.

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality customer service environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as serving food, greeting guests, assisting guests with baggage, completing registration details, checking in while using the language being assessed
- provision of services to customers within typical workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, such as timetables, brochures, menus, tour desks, check-in desks, porter desks and restaurant equipment
- use of basic resources commonly used to assist workplace communication, including:
- phrase books
- dictionaries
- language mats
- pamphlets written in the specific language
- menus written in the specific language
- signs written in the specific language
- international signage, such as 'No Smoking' signs.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral testing of conversational language use (note: this should not be the sole method of assessment)
- direct observation of the candidate communicating in a language other than English in a customer service environment while undertaking typical workplace activities
- review of visual aids prepared by the candidate to assist verbal communication
- written and oral questioning or interview to test knowledge of the culture, social and cultural conventions and cross-cultural communication requirements associated with the language
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS001B Provide accommodation reception services
- SITHFAB002C Operate a bar
- SITHFAB004A Provide food and beverage service
- SITXCCS001B Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Commonly-used courtesy expressions (formulaic language) may include:

- Good Morning
- How are you?
- Goodbye
- May I help you?
- This way please
- Have you had lunch?
- Did you have a good trip?
- May I clean your room now?
- Do you need another towel?
- Sorry, I don't understand. Do you speak English?

Appropriate resources may include:

- language mats
- phrase books
- dictionaries
- pamphlets written in the specific language
- menus written in the specific language
- signs written in the specific language
- international signage, such as 'No Smoking' signs
- websites with translating facilities.

Communication must include:

- listening to requests and comments
- providing factual information, such as:
- location of specific facilities
- opening hours
- procedures, e.g. check-in and tour pick-up
- currency
- prices
- room and floor numbers
- safety rules
- conducting simple product and service transactions, such as:
- purchase of souvenir products
- payment of a restaurant bill
- payment for a tourism service, e.g. day tour, accommodation and ticket
- references to timetable, signage and basic rules,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

e.g. opening hours
- selection of food and beverages from a menu
- advising check-in and check-out procedures and times
- advising opening and closing times
- answering very simple queries about products and services, including:
- in-house facilities
- local attractions and places of interest
- shopping centres
- tour desk
- pick-up and drop-off point for tours
- transport terminals, and taxi and other transport services
- providing general assistance within the scope of responsibility
- providing very simple directions.

Visual techniques may include:
- marking of a map
- drawing attention to pamphlets and timetables
- locating specific costs and items on menus
- signs, gesturing and appropriate body language.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN2A Conduct routine workplace oral communication in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to understand and use a language for predictable routine communication in speaking and listening in a language other than English in tourism and hospitality workplaces. It covers the speaking and listening language skills required to conduct routine tasks and provide simple factual information and instructions. This unit can be used for training delivery and assessment of routine oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1+ to 2.

This unit is the second in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN206A Conduct routine workplace oral communication in a language other than English (French).

SITXLAN201A	(Arabic)
SITXLAN202A	(Indonesian)
SITXLAN203A	(Cantonese)
SITXLAN204A	(Dutch)
SITXLAN205A	(Finnish)
SITXLAN206A	(French)
SITXLAN207A	(German)
SITXLAN208A	(Greek)
SITXLAN209A	(Hindi)
SITXLAN210A	(Hungarian)
SITXLAN211A	(Italian)
SITXLAN212A	(Japanese)
SITXLAN213A	(Korean)
SITXLAN214A	(Malay)
SITXLAN215A	(Mandarin)
SITXLAN216A	(Polish)
SITXLAN217A	(Portuguese)
SITXLAN218A	(Russian)
SITXLAN219A	(Serbian)
SITXLAN220A	(Spanish)
SITXLAN221A	(Swedish)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN201A	(Arabic)
SITXLAN222A	(Swiss German)
SITXLAN223A	(Taiwanese)
SITXLAN224A	(Thai)
SITXLAN225A	(Turkish)
SITXLAN226A	(Croatian)
SITXLAN227A	(Bosnian)
SITXLAN228A	(Australian Indigenous languages)
SITXLAN229A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate in a language other than English with customers and colleagues to provide customer service.	1.1 Identify the specific language needed in order to conduct ***routine communications***. 1.2 Understand and use appropriate ***courtesy expressions*** with customers or colleagues. 1.3 Give basic and factual information, provide simple explanations of problems and their causes, and offer apologies when required. 1.4 Make introductions according to the business of the workplace. 1.5 Seek clarification from customers and colleagues when required, using simple terms. 1.6 Provide simple advice on workplace events and ***topical and familiar matters***.
2 Communicate with customers and colleagues to conduct routine transactions.	2.1 Understand and use key words, phrases, gestures and sentences to ***communicate***. 2.2 Support communication by reference to, and basic explanation of, specific ***workplace materialsand visual information***. 2.3 Identify need for and seek assistance from others with appropriate language skills in order to better communicate.
3 Give simple directions and instructions.	3.1 Provide clear, succinct and easy to follow ***simple directions and instructions*** at an appropriate pace and in a correctly ordered sequence.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.2 Support communication with the use of appropriately sequenced expressions and questions to emphasise or clarify directions and instructions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to allow for positive and courteous interactions with customers
- cross-cultural communication skills to participate in routine communications and transactions and use key words, phrases, sentences and vocabulary specific to communicating about number (e.g. counting), time, place, distance, quantity and currency to fulfil common customer requests relevant to particular workplace and language being assessed.

The following knowledge must be assessed as part of this unit:

- social and cultural conventions specific to the language being assessed which enhance communication and avoid giving offence to customers and colleagues, including:
- traditions
- attire
- awareness of appropriate forms of address
- food taboos, special dietary needs and eating habits of the relevant culture (where relevant to the workplace)
- appropriate body language
- general knowledge of cross-cultural communication issues sufficient to conduct routine workplace transactions in a socially and culturally appropriate manner.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

There are three critical considerations for the assessment of this unit.

- This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language.
- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- ability to use appropriate courtesy expressions, give simple factual supporting information and clarify information by asking simple factual questions in a language other than English
- ability to accurately identify and respond to customer needs, provide routine information and maintain communication with customers and colleagues in relation to routine transactions.

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality customer service environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as preparing and serving beverages, providing site information and assistance, selling merchandise or tourism products or services. serving food, checking in while using the language being assessed
- provision of services to customers within typical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, including timetables, brochures, menus, tour desks, check-in desks and restaurant equipment
- use of resources which would be commonly used to assist workplace communication, including:
- phrase books
- dictionaries
- language mats
- maps
- pamphlets
- menus
- signs written in the specific language
- international signage, such as 'No Smoking' signs.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral testing of conversational language use (note: this should not be the sole method of assessment)
- direct observation of the candidate communicating in a language other than English in a customer service environment while undertaking typical workplace activities
- review of visual aids prepared by the candidate to assist verbal communication
- written and oral questioning or interview to test knowledge of the culture, social and cultural conventions and cross-cultural communication requirements associated with the language
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS001B Provide accommodation reception services
- SITHFAB002C Operate a bar
- SITHFAB004A Provide food and beverage service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- SITXCCS001B Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

The relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Routine communications may include:

- dealing with customers and colleagues on the telephone
- taking a message
- accepting a simple booking
- explaining a menu or wine list
- taking an order
- processing payment of an account or restaurant bill
- providing simple information about guiding services, timetables, menus, signage, rules, check-out times and availability of tours
- responding to basic requests for such things as toiletries, towels, razor, hairdryer, blanket, pillow, laundry list, 'Do Not Disturb' sign and breakfast menu
- processing purchase of souvenir products
- processing payment for a tourism service, e.g. day tour, accommodation or ticket
- references to timetables, signage and basic rules, such as opening hours.

Courtesy expressions may

- Good Morning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

include:

- How are you?
- Goodbye
- May I help you?
- This way please
- Would you like a newspaper?
- Did you have a good trip?
- May I clean your room now?
- Do you need another towel?
- Sorry, I don't understand. Do you speak English?

Topical and familiar matters may include:

- public holidays and festivals
- celebrations
- sporting or cultural events
- deaths or marriages
- strikes or accidents
- demonstrations
- elections
- weather conditions.

Communicate must include:

- listening and understanding requests and comments
- providing factual information, such as:
- location of specific facilities, such as attractions and shopping centres
- opening and closing hours
- procedures and rules, such as check-in and tour pick-up
- availability and cost of products and services
- conducting product and service transactions
- answering simple queries about products and services, including:
- in-house facilities
- local attractions and places of interest
- shopping centres
- tour desk
- pick-up and drop-off point for tours
- transport terminals, and taxi and other transport services
- responding to requests for factual information and simple advice within scope of responsibility.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Workplace materials and visual information may include:

- signs, maps, diagrams, forms, labels and tickets
- pamphlets, timetables, charts, price tags and menus
- hotel information signs and tags printed in the target language to assist where necessary
- pamphlets written in the specific language
- menus written in the specific language
- signs written in the specific language
- international signage, such as 'No Smoking' signs.

Simple directions and instructions may include:

- how to get to restrooms, car park, restaurant, bistro, bar, pool or gym
- how to get to tour pick-up point
- how to use key to open hotel room and operate lights
- how to use telephone
- basic details of guided tours
- house rules
- how the hotel laundry service operates
- how facilities work, such as alarm clock, safe, air conditioning and maid service
- where facilities are located, such as attractions and rides at a theme park, and general transport
- where to go to catch a tour bus or taxi
- where to go to purchase everyday goods, such as medication and sunscreen
- where to go to purchase everyday services, such as post office and tour services
- advising check-in and check-out procedures and times.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN3A Conduct workplace oral communication in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to carry out both predictable and non-routine and varied communication in tourism and hospitality workplaces in a language other than English involving daily transactions and interactions. It covers the speaking and listening skills required to provide customer service, conduct negotiations at a functional level, and establish and maintain customer relations.

This unit can be used for training delivery and assessment of oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 3.

This unit is the third in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN301A Conduct workplace oral communication in a language other than English (Arabic).

SITXLAN301A	(Arabic)
SITXLAN302A	(Indonesian)
SITXLAN303A	(Cantonese)
SITXLAN304A	(Dutch)
SITXLAN305A	(Finnish)
SITXLAN306A	(French)
SITXLAN307A	(German)
SITXLAN308A	(Greek)
SITXLAN309A	(Hindi)
SITXLAN310A	(Hungarian)
SITXLAN311A	(Italian)
SITXLAN312A	(Japanese)
SITXLAN313A	(Korean)
SITXLAN314A	(Malay)
SITXLAN315A	(Mandarin)
SITXLAN316A	(Polish)
SITXLAN317A	(Portuguese)
SITXLAN318A	(Russian)
SITXLAN319A	(Serbian)
SITXLAN320A	(Spanish)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN301A	(Arabic)
SITXLAN321A	(Swedish)
SITXLAN322A	(Swiss German)
SITXLAN323A	(Taiwanese)
SITXLAN324A	(Thai)
SITXLAN325A	(Turkish)
SITXLAN326A	(Croatian)
SITXLAN327A	(Bosnian)
SITXLAN328A	(Australian Indigenous languages)
SITXLAN329A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Converse with customers and colleagues.	1.1 Use appropriate ***courtesy expressions to extend interactions*** by references to customers' and colleagues' wellbeing, comfort and satisfaction.
	1.2 Use non-verbal communication to convey an acceptance of and sensitivity towards customers or colleagues.
	1.3 Provide any required appropriate information about personal job roles and responsibilities.
	1.4 Provide explanations of problems and their cause, and elaborate on detail and offer apologies when required.
	1.5 Offer further assistance according to the business of the workplace to ensure full service is provided.
	1.6 Courteously request further information from customers or colleagues in order to satisfy their needs.
	1.7 Provide full and clear information to customers and colleagues.
	1.8 Support communication with comments on topical familiar matters, workplace business and events.
2 Provide detailed information and advice.	2.1 Identify and understand the need for ***detailed information and advice***.
	2.2 Convey detailed information and advice using narrative and descriptive statements as necessary to ***communicate***.
	2.3 Repeat, paraphrase and clarify all communications to avoid misunderstanding and to explain difficult points.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Use ***workplace documents***, ***materials and other references*** to support explanations if required.
3 Respond to unpredictable situations and problems.	3.1 Provide appropriate advice in response to requests, ***unpredictable situations and problems***. 3.2 Identify need for and seek assistance from others in order to better respond to the situation or problem. 3.3 Accurately identify the nature and key facts of any problems and provide an appropriate solution by consulting and openly communicating with appropriate parties. 3.4 Respond to all conflicts and complaints with sensitivity and in keeping with the social and cultural conventions of the specific language speaker. 3.5 Convey appropriate apologies and expressions of regret for the situation and the specific language and culture.
4 Conduct negotiations at a functional level.	4.1 Facilitate exchange of ***negotiations at a functional level*** through key information and agreement on details, including personnel, dates, quantities, products and services. 4.2 Provide appropriate explanations about products and services. 4.3 Achieve mutual understanding and agreement.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cross-cultural communication skills to participate in non-routine and varied communication situations
- communication and interpersonal skills to allow for positive and courteous interactions with customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- positive and effective verbal and non-verbal communicative and interactive techniques to establish rapport, provide detailed information and advice, be responsive to customers and deal with the needs of a particular workplace relevant to the language being assessed
- problem solving and conflict resolution techniques.

The following knowledge must be assessed as part of this unit:

- key information and information sources relating to the particular tourism or hospitality circumstance
- key information and standard procedures specific to negotiating in relation to operations and functions in a particular workplace

social and cultural conventions specific to the language being assessed, including knowledge and some consistent use of forms of address and appropriate recognition and consideration of customs, protocols and taboos.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

There are three critical considerations for the assessment of this unit.

- This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language.
- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- ability to use a range of extended non-verbal communication skills effectively, as well as verbal skills such as narrative and descriptive statements
- ability to use repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure customers and colleagues
- ability to communicate constructively and sensitively in a language other than English to solve problems and conflict, and reassure customers and colleagues in a particular workplace.

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality customer service environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as providing first aid, selling tourism products and services, organising functions, providing site information and assistance, and processing reservations while using the language being assessed
- provision of services to customers within typical workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, such as timetables, brochures, menus, tour desks, reservations and restaurant equipment
- use of resources commonly used to assist workplace communication, including:
- dictionaries
- maps
- pamphlets
- menus
- tour brochures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral testing of conversational language use (note: this should not be the sole method of assessment)
- direct observation of the candidate communicating in a language other than English in a customer service environment while undertaking typical workplace activities
- review of workplace documents prepared by the candidate to assist verbal communication
- written and oral questioning or interview to test knowledge of the requirements of the language; the culture, and social and cultural conventions; and cross-cultural communication requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB013A Provide specialist advice on food
- SITTTSL005A Sell tourism products and services
- SITTTSL007B Receive and process reservations
- SITXCOM003A Deal with conflict situations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Courtesy expressionsto extend interactions may relate to:	• questioning about needs and preferences • conversations about topical matters • offers of additional assistance.
Detailed information and advice may relate to:	• workplace and local facilities, locations, guiding, activities and events • roles and responsibilities of support personnel • food and beverage products and services • functions, meetings and event services • tourism products and services • workplace health and security • shopping locations, including post office • medical and emergency services • timetables and itineraries.
Communicate must include:	• providing information about the workplace • conducting product and service transactions • answering queries about products and services • providing specialised assistance within the scope of responsibility.
Workplace documents, ***materials and other references*** may include:	• brochures, magazines, newspapers and price lists • signs, maps, diagrams, forms, labels and tickets • pamphlets, timetables, charts, price tags and menus • tour documentation and tickets • booking conditions • invoices.
Unpredictable situations and problems may include:	• lost luggage and stolen property • lost people • delays to vacation schedule, and changes and errors in itinerary • service quality issues, such as special dietary needs and dissatisfaction with room, room service or food

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- medical emergencies and minor injuries
- breaches in security and workplace health and safety rules
- non-functioning equipment
- lack of other guests' awareness and knowledge of social and cultural conventions.

Negotiations at a functional level may relate to arrangements for:

- conferences and functions
- tours, guiding, cruises and visits to theme parks
- accommodation
- restaurant services, including food and beverage
- entertainment and shopping.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN4A Conduct complex workplace oral communication in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct complex, creative, routine and non-routine communication in a language other than English in tourism and hospitality workplace activities. It involves very effective and fluent communication in all listening and speaking skills with the ability to conduct negotiations, present information and participate in social and cultural activities at a high level of complexity and fluency. It is not intended to reflect the skills of a professional interpreter. This unit can be used for training delivery and assessment of complex oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 4 to 4+.

This unit is the fourth in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN412A Conduct complex workplace oral communication in a language other than English (Japanese).

SITXLAN401A	(Arabic)
SITXLAN402A	(Indonesian)
SITXLAN403A	(Cantonese)
SITXLAN404A	(Dutch)
SITXLAN405A	(Finnish)
SITXLAN406A	(French)
SITXLAN407A	(German)
SITXLAN408A	(Greek)
SITXLAN409A	(Hindi)
SITXLAN410A	(Hungarian)
SITXLAN411A	(Italian)
SITXLAN412A	(Japanese)
SITXLAN413A	(Korean)
SITXLAN414A	(Malay)
SITXLAN415A	(Mandarin)
SITXLAN416A	(Polish)
SITXLAN417A	(Portuguese)
SITXLAN418A	(Russian)
SITXLAN419A	(Serbian)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN401A	(Arabic)
SITXLAN420A	(Spanish)
SITXLAN421A	(Swedish)
SITXLAN422A	(Swiss German)
SITXLAN423A	(Taiwanese)
SITXLAN424A	(Thai)
SITXLAN425A	(Turkish)
SITXLAN426A	(Croatian)
SITXLAN427A	(Bosnian)
SITXLAN428A	(Australian Indigenous languages)
SITXLAN429A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct negotiations.	1.1 Establish rapport by using appropriate courtesy protocols, identifying common ground and observing appropriate social, cultural and business conventions of the specific language.
	1.2 Provide appropriate explanations, information and supporting details about products or services.
	1.3 Use an appropriate range of language functions to conduct ***negotiations***, including introducing formal talk, using turn-taking skills, and agreeing and disagreeing tentatively.
	1.4 Use appropriate intonation, voice tone and signalling expressions effectively.
	1.5 Exchange and agree to information, including details of personnel, dates, quantities, products and services.
	1.6 Support negotiations by using any relevant visuals, graphics and other approaches in keeping with the requirements of a particular workplace.
2 Deliver presentations.	2.1 Deliver ***presentations*** in a style relevant to the purpose and objectives, audience characteristics, occasion and venue.
	2.2 Present information in a logical and concise manner using appropriate sequencing and linguistic linking.
	2.3 Support presentations with relevant ***public speaking***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	techniques.
3 Participate in social and cultural activities.	3.1 Use language and language functions appropriate to given ***social and cultural activities***.
	3.2 Adapt and modify communication strategies and language functions according to the situation and customer requirements.
4 Provide oral translations and summaries.	4.1 Recognise the need for a professional interpreter to ensure that ***oral translations and summaries*** meet the needs of the customer and arrange for assistance, as required.
	4.2 Express the purpose and meaning of the original message.
	4.3 Use communication strategies and language functions that allow immediate and unhindered communication.
	4.4 Make appropriate comments between parties to check and clarify meaning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- oral skills using language functionssuch as presenting, questioning and negotiating, and a sufficiently comprehensive vocabulary to conduct a range of workplace activities in a specific language in a particular workplace
- skills to provide oral translations and summaries that support immediate and unhindered communication
- appropriate oral expression and vocabulary to conduct negotiations, make presentations and participate in varied social and cultural activities
- problem solving and conflict resolution techniques
- cross-cultural communication skills in relation to the language being assessed and the associated culture, in order to undertake the full range of social and workplace activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- comprehensive technical vocabulary required to support specific workplace activities
- knowledge and use of standard procedures specific to the particular workplace
- key information and information sources in relation to operations and functions in a particular tourism or hospitality workplace
- key information and standard procedures specific to negotiating in a particular workplace
- comprehensive knowledge and application of social, business and cultural conventions specific to the language being assessed, including:
- sound knowledge and some consistent use of forms of address
- customs, protocols and taboos.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

There are three critical considerations for the assessment of this unit:

- This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language.
- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Evidence of the following is essential:

- ability to interact, establish and maintain rapport with customers in a language other than English
- use of a range of language functions appropriate to negotiating in the workplace, conducting presentations, and participating in social and cultural activities according to the needs of a particular workplace (rare linguistic errors may occur)
- ability to use a range of extended non-verbal communication skills effectively, as well as verbal skills such as narrative and descriptive statements
- ability to use repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure customers and colleagues.

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality business environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as making presentations, presenting tour commentary, selling tourism products and services, or dealing with complex issues while using the language being assessed
- use of relevant and current tourism and hospitality materials and equipment, such as brochures, menus, presentation equipment and microphones for commentary delivery.
- use of resources commonly used to assist workplace communication, including:
- maps
- pamphlets
- tour brochures
- cost sheets
- rate information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral testing of conversational language use (note: this

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

should not be the sole method of assessment)
- direct observation of the candidate communicating in a language other than English
- review of role-play activities that simulate simultaneous language use and customer service activity
- written and oral questioning or interview to test knowledge of the functions of the language, culture, social and cultural conventions and cross-cultural communication requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE004A Lead tour groups
- SITTGDE006A Prepare and present tour commentaries or activities
- SITXCOM005A Make presentations
- SITXMGT006A Establish and conduct business relationships.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

The relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Negotiations may be conducted in relation to:	• formal contracts for provision of conference services, meeting and event activities and venues, tour and guiding services, accommodation and international marketing activities • business arrangements involving tours, travel arrangements, restaurant, food and beverage services, entertainment and shopping • selling tourism products and services and agreeing to a price • agreeing to a purchase price from a supplier • solving customer or colleague complaints or resolving conflict.
Presentations may include:	• guiding and interpreting activities • presentations at conferences • meetings and sales presentations • instructing and training • promotional activities • providing complex information on products and services.
Public speaking techniques may include:	• humour • non-verbal communication • audience participation • demonstrations and visual aids.
Social and cultural activities may include:	• formal and informal meetings • interacting with tourists • conferences, presentations, meetings and seminars • trade fairs, promotions, marketing activities and business tours • international meetings and exhibitions • promotional tours • staff professional development activities relevant to the specific language and culture • accompanying customers or colleagues to dinner • workplace-related social activities.
Oral translations and	• factual and personal information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

summaries may include providing translations of:

- instructions and arrangements
- information about meetings, events, tours and places of interest
- information about products, services, facilities, options, advice and costs.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN5A Read and write workplace information in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to read and write workplace information in diverse language scripts to respond to customer needs. It covers routine and non-routine activities such as writing letters and brief workplace reports, and using a range of commonly used workplace documents such as emails, faxes, letters and brochures. This unit can be used for training delivery and assessment of reading and writing proficiency in any language, other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 3.

This unit is the first in a hierarchical set of two units dealing with reading and writing in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN502A Read and write workplace information in a language other than English (Indonesian).

SITXLAN501A	(Arabic)
SITXLAN502A	(Indonesian)
SITXLAN503A	(Cantonese)
SITXLAN504A	(Dutch)
SITXLAN505A	(Finnish)
SITXLAN506A	(French)
SITXLAN507A	(German)
SITXLAN508A	(Greek)
SITXLAN509A	(Hindi)
SITXLAN510A	(Hungarian)
SITXLAN511A	(Italian)
SITXLAN512A	(Japanese)
SITXLAN513A	(Korean)
SITXLAN514A	(Malay)
SITXLAN515A	(Mandarin)
SITXLAN516A	(Polish)
SITXLAN517A	(Portuguese)
SITXLAN518A	(Russian)
SITXLAN519A	(Serbian)
SITXLAN520A	(Spanish)
SITXLAN521A	(Swedish)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN501A	(Arabic)
SITXLAN522A	(Swiss German)
SITXLAN523A	(Taiwanese)
SITXLAN524A	(Thai)
SITXLAN525A	(Turkish)
SITXLAN526A	(Croatian)
SITXLAN527A	(Bosnian)
SITXLAN528A	(Australian Indigenous languages)
SITXLAN529A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Read and understand workplace documents.	1.1 Read and understand ***routine and non-routine workplace documents***.
	1.2 Use and interpret any accompanying ***visual information*** to support comprehension.
	1.3 Identify main ideas, key facts and requirements.
	1.4 Identify and take into account tone and purpose of document.
	1.5 Act upon information and respond to requests, seeking assistance where required.
2 Write simple routine workplace documents.	2.1 Accurately prepare ***simple workplace documents*** using key words, phrases, simple sentences and visual aids where appropriate.
	2.2 Clearly and accurately convey main ideas, key facts and details in the written text.
	2.3 Write key information in the appropriate places in standard forms to enable the completion of ***routine tasks***.
	2.4 Provide clear and easy to follow ***written directions and instructions*** in a correctly ordered sequence.
	2.5 Support written communication with the use of appropriately sequenced expressions and questions that help define or clarify the goal.
	2.6 Adhere to workplace and cultural conventions and protocols when preparing written documents.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.7 Provide written responses to documents in an appropriate form and tone.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- reading comprehension skills to identify the document purpose, main idea, key issues and facts, writer attitude and mood, type of response and action, and to recognise when further assistance in translating may be required
- cross-cultural communication skills to avoid writing workplace information that may cause offence.

The following knowledge must be assessed as part of this unit:

- linguistic knowledge required to write workplace documents in a language other than English, including structure and other specific language features such as vocabulary, sentence structure, grammar, spelling and punctuation conventions

awareness and limited application of social, workplace and cultural conventions and protocols in relation to the culture and language being assessed.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	There are three critical considerations for the assessment of this unit. • This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

customised to the requirements of a particular language.

- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- reading comprehension skills to understand and identify the document purpose, main ideas, key issues, facts, attitude and mood in written texts in the specific language (some use of a dictionary may be made but infrequently)
- appropriate linguistic knowledge and skills to communicate meaning effectively when writing documents relevant to the specific language in a particular workplace (some errors may occur in writing, provided facts are not distorted and meaning is clear)
- ability to understand meaning with reasonable accuracy when reading texts related to straightforward everyday situations, in order to respond or take action according to the business of a particular workplace
- ability to read and write the script relating to routine workplace information needs in a particular language (including alphabet, syllable and character-based languages) specific to the business requirements of a particular workplace.

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality customer service environment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- that the person being assessed is undertaking typical tourism or hospitality workplace activities such as providing quotations, issuing itineraries and vouchers, issuing letters, processing reservations while reading and writing in the language being assessed
- provision of services to customers within typical workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, such as timetables, brochures, rate schedules and menus
- use of relevant and current office equipment such as computers, faxes and email facilities
- use of resources which would be commonly used to assist workplace written communication, including:
- dictionaries
- maps
- pamphlets
- menus
- tour brochures.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- written testing of written language use (note: this should not be the sole method of assessment)
- written and oral questioning or interview to test the candidate's ability to read and interpret workplace documents written in a language other than English in a customer service environment
- review of samples of written communications translated by the candidate
- review of samples of workplace written communications prepared by the candidate
- review of project activities that simulate the application of reading and writing in a customer service activity
- written and oral questioning or interview to test knowledge of the culture, social and cultural conventions and cross-cultural communication requirements associated with the language
- written and oral questioning or interview to test linguistic knowledge, generic structure and other specific language features, such as vocabulary and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	sentence structure • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITTTSL006B Prepare quotations • SITTTSL009B Process travel-related documentation.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Routine and non-routine workplace documents required to be read and understood include:	• emails, memos and faxes • brochures and promotional material • menus and wine lists • schedules and itineraries • formal and informal letters • reservation and booking information • simple reports, such as progress and incident reports • conference programs and signage • visual and graphic materials.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Visual information may include:	• signs • maps • diagrams • forms • labels • tickets.
Simple workplace documents may include:	• emails, memos and faxes • letters of enquiry and complaint • letters to customers • thank you letters and invitations • response to requests for routine information • covering letters • brief reports on events, negotiated arrangements, offers and opportunities.
Routine tasks must relate to:	• providing factual information on the workplace • conducting simple product and service transactions • answering queries about products and services • responding to requests for general assistance and factual information within the scope of responsibility.
Written directions and instructions may include:	• general information on workplace health and safety rules • how to use simple equipment.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN6A Read and write workplace documents in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to be effective and fluent in communicating in a language other than English in tourism and hospitality workplaces, with the ability to read and write a range of workplace documents and provide related, informal translations and summaries at a high level of complexity and fluency. It applies to diverse alphabet, syllable and character-based language scripts. It is not intended to reflect the skills of a professional translator. This unit can be used for training delivery and assessment of reading and writing proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 4 to 4+.

This unit is the second in a hierarchical set of two units dealing with reading and writing in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry.

A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN603A Read and write workplace documents in a language other than English (Cantonese). SITXLAN601A	(Arabic)
SITXLAN602A	(Indonesian)
SITXLAN603A	(Cantonese)
SITXLAN604A	(Dutch)
SITXLAN605A	(Finnish)
SITXLAN606A	(French)
SITXLAN607A	(German)
SITXLAN608A	(Greek)
SITXLAN609A	(Hindi)
SITXLAN610A	(Hungarian)
SITXLAN611A	(Italian)
SITXLAN612A	(Japanese)
SITXLAN613A	(Korean)
SITXLAN614A	(Malay)
SITXLAN615A	(Mandarin)
SITXLAN616A	(Polish)
SITXLAN617A	(Portuguese)
SITXLAN618A	(Russian)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXLAN619A	(Serbian)
SITXLAN620A	(Spanish)
SITXLAN621A	(Swedish)
SITXLAN622A	(Swiss German)
SITXLAN623A	(Taiwanese)
SITXLAN624A	(Thai)
SITXLAN625A	(Turkish)
SITXLAN626A	(Croatian)
SITXLAN627A	(Bosnian)
SITXLAN628A	(Australian Indigenous languages)
SITXLAN629A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Read and interpret workplace documents.	1.1 Read and fully understand ***workplace documents***, including information and details, ideas (both explicit and implied), technical information and writer requirements.
	1.2 Correctly interpret any accompanying visual and graphics material.
	1.3 Correctly understand the culturally-specific meaning contained in documents.
2 Provide informal written translations.	2.1 Capture and accurately convey nuances of meaning, in ***written translations and summaries***.
	2.2 Convey ideas accurately taking into consideration cultural differences.
	2.3 Lose no meaning and embed no extra meaning in the written translation provided.
	2.4 Provide any required additional explanation or comments to clarify meaning, especially about culturally-specific details.
	2.5 Recognise ***documents requiring professional translation*** and arrange for assistance if required.
3 Write workplace documents.	3.1 Produce ***written workplace documents*** according to recognised conventions, standards and formats appropriate to particular workplace requirements and circumstances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.2 Ensure the content of written documents is appropriate to audience and purpose.
	3.3 Develop ideas in appropriate depth to meet the requirements of the particular context.
	3.4 Tailor language to meet varying requirements of the workplace or situation.
	3.5 Observe social and cultural conventions when writing workplace documents.
	3.6 Write documents with minimal errors so that intended meaning is clearly conveyed to the reader.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- reading skills to allow understanding and accurate interpretation of information which may include some complex ideas and concepts
- language skills to allow writing of documents that require clear and fluent expression of information and ideas with appropriate structuring of texts and language tailored to requirements of a range of workplace situations
- cross-cultural communication skills related to written documents.

The following knowledge must be assessed as part of this unit:

- standard formats and protocols for a range of typical workplace documents appropriate to the industry sector and particular language
- sound knowledge of social, workplace and cultural conventions in a range of written documents specific to the language being assessed.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

There are three critical considerations for the assessment of this unit.

- This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language.
- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- reading and writing a typical range of workplace documents required to fulfil a given job role in the relevant industry sector
- accurate strategic interpretations and translations of documents
- language skills to write documents with clear and fluent expression of information and ideas, correct structure and appropriate style and tone for the audience and workplace situation (rare linguistic errors may occur).

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality business environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as providing quotations, issuing itineraries and vouchers,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

issuing letters, and preparing business documents while reading and writing in the language being assessed
- provision of services to customers within typical workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, such as timetables, brochures, rate schedules and menus
- use of relevant and current office equipment, such as computers, faxes and email facilities
- use of resources commonly used to assist workplace written communication, including:
- dictionaries
- maps
- pamphlets
- menus
- tour brochures.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- written testing of written language use (note: this should not be the sole method of assessment)
- written and oral questioning or interview to test the candidate's ability to read and interpret workplace documents written in a language other than English in a tourism or hospitality environment
- review of samples of written communications translated by the candidate
- review of samples of workplace written communications prepared by the candidate
- written and oral questioning or interview to test knowledge of the culture, social and cultural conventions and cross-cultural communication requirements associated with the language

- written and oral questioning or interview to test linguistic knowledge, generic structure and other specific language features, such as vocabulary and sentence structure
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITTTSL006B Prepare quotations • SITTTSL009B Process travel-related documentation • SITXADM003A Write business documents.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Workplace documents to be read and informally interpreted may include:	• brochures and promotional material • notes, written requests and information • schedules and itineraries • formal letters • reservation and booking information • conference and seminar papers • meeting agendas • reports • manuals and instructions • internet information • quotations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Written translations and summaries may relate to:	• factual and personal information • instructions and arrangements • information about meetings, events, tours, places of interest and special facilities • information about products, services, facilities, options, advice and costs.
Documents requiring professional translation may include:	• complex proposals, submissions and tenders • complex contractual documents.
Written workplace documents may include:	• notes, written requests and information • schedules and itineraries • formal and informal letters • reservation and booking information • promotional material • menus • simple conference and seminar papers • meeting agendas • simple reports • simple manuals • internet communication • quotations.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Languages other than English

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT001A Monitor work operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work operations within a tourism or hospitality context. As such it includes fundamental knowledge of management roles and responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for the monitoring of day-to-day work operations in any tourism or hospitality context. It requires the application of problem-solving, communication and short-term planning and organisational skills with a heavy operational focus. These skills are underpinned by sound knowledge of management roles and responsibilities and detailed understanding of operational issues in the given work context.

Team leaders, supervisors or managers undertake this role.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor and improve workplace operations.	1.1 Monitor efficiency and service levels on an ongoing basis through close contact with day-to-day operations. 1.2 Ensure that workplace operations support overall organisation goals and ***quality assurance initiatives***. 1.3 Identify quality problems and issues promptly and make appropriate adjustments, with relevant approvals. 1.4 Adjust ***procedures and systems*** in consultation with colleagues to improve efficiency and effectiveness.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5 Proactively consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies.
	1.6 Provide feedback to colleagues and management to inform future planning.
	1.7 Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation.
2 Plan and organise workflow.	2.1 Assess current workload of colleagues accurately.
	2.2 Schedule work in a manner that enhances efficiency and customer service quality.
	2.3 Delegate work to appropriate people according to ***principles of delegation***.
	2.4 Assess workflow and progress against agreed objectives and timelines.
	2.5 Assist colleagues in prioritisation of workload through supportive feedback and coaching.
	2.6 Provide timely input to appropriate management regarding staffing needs.
3 Maintain workplace records.	3.1 Complete ***workplace records*** accurately and submit within required timeframes.
	3.2 Where appropriate, delegate and monitor completion of records prior to submission.
4 Solve problems and make decisions.	4.1 Identify ***workplace problems*** promptly and analyse from an operational and customer service perspective.
	4.2 Initiate short-term action to resolve the immediate problem where appropriate.
	4.3 Analyse problems for any long-term impact, and assess and action potential solutions in consultation with relevant colleagues.
	4.4 Where a team member raises a problem, encourage the individual's participation in solving it.
	4.5 Take follow-up action to monitor the effectiveness of solutions in the workplace.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to anticipate and respond to a wide range of unpredictable problems and situations at an operational level
- communication and leadership skills to provide positive support to a team
- literacy skills to interpret and develop wide-ranging workplace documentation
- numeracy skills to develop schedules and timelines.

The following knowledge must be assessed as part of this unit:

- leadership and management roles and responsibilities within the relevant industry sector
- key concepts of quality assurance and how it is managed and implemented in the workplace
- typical work organisation and work planning methods appropriate to the industry sector
- time management principles and their application to leaders and managers
- principles of effective delegation
- problem-solving and decision making processes and techniques and their application to typical workplace issues
- features of relevant record-keeping systems appropriate to the industry sector
- industrial or legislative issues that affect short-term work organisation appropriate to the industry sector.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to	Evidence of the following is essential: • ability to monitor effectively and respond to a range of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

demonstrate competency in this unit	common operational and service issues in the workplace • understanding of the role of staff involved in workplace monitoring • knowledge of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role • project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills in a fully operational situation (project or permanent working environment), including involvement of a team for which the candidate is able to plan and organise workflow.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of a project or work activity conducted by the candidate • evaluation of reports prepared by the candidate detailing the methods used to monitor a given project or activity • case studies and problem-solving exercises to assess ability to develop approaches to different workplace situations and problems • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Quality assurance initiatives may be:	• formal • informal.
Procedures and systems may relate to:	• service standards • work practices • use of technology • administrative standards and procedures • health and safety issues.
Principles of delegation may relate to:	• knowledge of team strengths and weaknesses • knowledge of context-specific factors, such as resource constraints • self-knowledge • communication • evaluation.
Workplace records may include:	• staff records • regular performance reports.
Workplace problems may include:	• difficult customer service situations • equipment breakdown or technical failure

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- failure to deliver promised service to customers
- procedural inadequacies or failures
- unrealistic or impractical product development or marketing resulting in operational difficulties
- inadequate staffing
- poor rostering
- inadequate financial resources
- delays and time difficulties.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT002A Develop and implement operational plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to undertake workplace planning with an operational focus.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals who are responsible for the development and implementation of workplace plans across a broad range of areas. It has a strong focus on both the planning and implementation of workplace initiatives.

Those with managerial responsibility undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Define planning needs.	1.1 Assess ***operational planning needs*** based on monitoring of workplace needs and identification of opportunities for improvement and innovation. 1.2 Define scope and objectives of the required initiative based on organisation goals, and staff and customer feedback. 1.3 Identify and analyse ***internal and external factors*** that may impact on the development of the operational plan.
2 Develop operational plan.	2.1 Develop operational plan clearly identifying all priorities, responsibilities and timelines. 2.2 Integrate appropriate and financially-sound ***resource strategies***. 2.3 Develop ***administrative framework and systems*** capable of supporting the planned initiative.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Consult ***appropriate colleagues*** during the development of the plan.
	2.5 Develop ***evaluation systems*** in consultation with appropriate colleagues.
	2.6 Initiate an internal and external communications strategy to keep all stakeholders informed.
3 Administer and monitor operational plans.	3.1 Implement and monitor identified actions according to agreed priorities.
	3.2 Provide ***support and assistance*** to colleagues involved in implementing the plan.
	3.3 Provide progress and other reports according to organisation requirements.
	3.4 Make assessment of the need for additional resource requirements and take appropriate action according to organisation policy.
4 Conduct ongoing evaluation.	4.1 Use agreed evaluation methods to assess effectiveness in the workplace.
	4.2 Involve appropriate colleagues in the evaluation.
	4.3 Identify problems and make adjustments accordingly.
	4.4 Incorporate the results of evaluation into ongoing planning and operational management.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to source and analyse a broad range of information on varying issues from multiple sources
- problem-solving and contingency management skills to address a broad range of operational issues at a management level

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- planning and organisational skills to implement and monitor the operational plan
- literacy skills to interpret and develop documents dealing with complex issues and ideas
- communication skills to consult colleagues through clear and direct communication
- numeracy skills to develop and monitor financial aspects of the operational plan.

The following knowledge must be assessed as part of this unit:

- key planning concepts and techniques, including the structure of plans and steps in the planning process
- current internal and external environments that impact on planning within the organisation or industry sector
- typical issues that arise in the implementation of plans, and strategies to address these

legal issues appropriate to the industry sector that affect organisation operations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to develop an operational plan for a specific workplace context that identifies current and relevant industry and organisation issues and includes clear action plans and evaluation mechanisms • management skills demonstrated through effective implementation of the plan, including the ability to respond to changing circumstances encountered in the implementation phase • knowledge and understanding of current legal issues and industry issues affecting general operations within the sector • project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment	Assessment must ensure: • involvement of multiple stakeholders to ensure consultation processes are included.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of a plan prepared by the candidate as well as an evaluation of the implementation and evaluation phase to assess ongoing monitoring • evaluation of reports prepared by the candidate detailing the plan, how the planning process was undertaken, the ways in which implementation and evaluation of the plan were carried out and the lessons learned to inform future project planning • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Operational planning needs may relate to any plan required to support day-to-day workplace operations, such as:

- introduction of a new product
- staff reorganisation
- impacts of marketing initiatives or campaigns
- office relocation or refurbishment
- upgrading of facilities
- changes in work practices or procedures
- business expansion or contraction
- introduction of new systems.

Internal and external factors to be analysed may include:

- capabilities and resources, including:
  - human resources
  - financial resources
  - equipment capacity
  - staff skill levels
  - hours of operation
  - communication capabilities
  - location and position
- trends and developments in the marketplace, including:
  - economic
  - ecological and environmental
  - government activities
  - social and cultural
  - demographic
  - technological
  - industrial
- comparative market information, including:
  - best practice information
  - benchmarking
  - competitor information
- legal and ethical constraints, including:
  - legislation
  - regulation
  - codes of practice
  - cultural expectations and influences

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• social responsibilities, such as protection of children and environmental issues.
Resource strategies may relate to:	• human • financial • physical.
Administrative framework and systems may include:	• dedicating staff to the planned initiative • establishing communication protocols • developing supporting documentation or resources • regular meetings about the initiative.
Appropriate colleagues may include:	• team members • suppliers • other management • staff in other departments • staff in external organisations.
Evaluation systems may be qualitative or quantitative and may relate to:	• sales figures and targets • occupancy levels • customer or staff feedback • productivity gains.
Support and assistance may include:	• informal coaching and feedback • making additional resources available • formal training opportunities • representing colleagues in the wider environment • ensuring effective internal and external communication.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT003A Manage projects

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage all aspects of a complex project, including project planning, monitoring and evaluation.

The project administration skills required by operational staff are found in the Business Services Training Package.

Application of the Unit

Application of the unit

This unit applies to individuals who are responsible for the overall management of complex projects in the context of a broader job role. Specialist project management units and qualifications are found in the Business Services Training Package.

In the context of this unit a complex project is defined as a project that involves:

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

Project management occurs across the full spectrum of business and community activity and may be extremely diverse in nature. Some examples where project management will occur include events, product development initiatives, research projects and projects related to the introduction of new workplace systems or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

technologies.

Senior personnel and managers undertake project management at this level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Confirm project.	1.1 Confirm ***project objectives and scope*** in consultation with appropriate ***stakeholders***.
	1.2 Evaluate financial viability of project through analysis of ***key factors***.
	1.3 Determine and develop a resource strategy for project.
	1.4 Confirm ***administrative structure*** for project.
2 Plan project.	2.1 Develop an integrated ***project management plan*** using appropriate ***project management tools*** and communicate plan to appropriate colleagues.
	2.2 Allocate project responsibilities in agreement with others, and clearly communicate responsibilities to all involved.
	2.3 Identify ***key project milestones*** and communicate these to persons involved.
	2.4 Plan internal and external communications and ***public relations and marketing approaches*** together with appropriate colleagues.
	2.5 Consult and reach agreement on suitable project ***evaluation methods***.
3 Administer and monitor project.	3.1 Implement project strategies and monitor them in conjunction with project team members.
	3.2 Provide ***support and assistance*** to team members as required.
	3.3 Use effective interpersonal communication to build trust and respect within the project team.
	3.4 Assess progress against project goals and review progress in consultation with project team members.
	3.5 Determine the need for additional project resources and take action accordingly.
	3.6 Implement ***financial control systems*** and monitor them according to project guidelines.
	3.7 Provide regular reports on project progress to appropriate colleagues and customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.8 Complete the project within agreed timelines.
4 Evaluate project.	4.1 Assess effectiveness of project at specified stages, using agreed ***evaluation methods***.
	4.2 Take account of agreed goals and priorities when carrying out a project evaluation.
	4.3 Involve project team members, appropriate colleagues and customers in the project evaluation.
	4.4 Incorporate evaluation results into ongoing project management.
	4.5 Share information from project evaluation with appropriate colleagues and incorporate information into future planning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organisational skills to allow for the complete management of a complex project and all its facets
- problem-solving skills to allow for the development of contingency management plans and to anticipate a wide range of unpredictable problems and operational challenges
- communication and leadership skills to lead and motivate a project team effectively, and to liaise and negotiate with a wide range of diverse stakeholders
- literacy skills to interpret and develop a wide range of documentation dealing with complex ideas and management issues
- numeracy skills to manage budgets.

The following knowledge must be assessed as part of this unit:

- project management processes, the project life-cycle and relationship between project stages
- administrative structures and processes required for successful project planning and implementation, including the range of documentation required to support the project

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- in-depth knowledge of nature of the project being managed, including internal and external issues to be considered
- risk management processes and issues applicable to project in general and to projects in a particular workplace context
- OHS requirements that may impact on project management
- project planning and control procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to effectively plan, administer, monitor and evaluate a tourism or hospitality-based project, including evidence of skills in planning, administration, financial management and leadership • ability to apply understanding of the critical aspects of effective project management • management of a multifaceted, complex industry-based project that reflects real industry practice and is completed within a specified timeframe.
Context of and specific resources for assessment	Assessment must ensure: • involvement of a project team for whom the candidate is a leader.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • project to plan an event or function • project to undertake a reform or redevelopment of a work aspect • written or oral questions to assess underpinning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

knowledge related to project management
- review of portfolios of evidence relating to workplace experience, such as project plans, budgets, records of coordination and implementation of project phases and milestones, records of project reports.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Project objectives and scope may relate to:

- overall business objectives
- community or industry development objectives
- specific outcomes required
- levels of resourcing to be applied
- how project relates to other internal and external projects and activities.

Stakeholders may include:

- internal or external customers
- organising committees
- management
- funding bodies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• regulatory authorities • industry associations.
Key factors to determine financial viability of the project may include:	• availability of short and long-term funding • cash flow issues • market feasibility • level of financial risk involved • cost-benefit analysis • impact on other aspects of operation • break-even points and profitability.
Administrative structure for the project may involve:	• management • secretariat • consultants • contractors and suppliers • steering committee • advisory and reference groups • consultative groups.
Project management plan may include:	• goals and outcomes • selection or tendering process • personnel • budget • stages • timeframes • key milestones • internal and external communication processes and channels • sponsors • risk management and contingency plans • quality assurance • consultation strategies • reporting requirements • marketing.
Project management tools may include:	• project management software • planning tools, such as PERT and Gantt charts, and critical path.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Key project milestones may relate to:	• stages • outcomes • reporting requirements.
Public relations and marketing approaches are those directly relevant to the project, including:	• providing advice and information to clients, funding bodies and stakeholders • developing and publishing reports • developing and distributing brochures, flyers and other marketing materials • communicating to public and stakeholders via mass media.
Evaluation methods may be internal or external and may include:	• customer and stakeholder feedback • client or funding body evaluation • surveys and questionnaires • pilots and trials • long-term monitoring strategies.
Support and assistance may include:	• informal coaching and feedback • formal training opportunities • moderation and joint planning sessions • regular meetings and briefings • representing the team's interests in wider forums • additional resources.
Financial control systems may include:	• established organisational systems • project-specific systems.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT004A Develop and implement a business plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to develop and monitor a business plan that incorporates a range of subsidiary plans or strategies.

Application of the Unit

Application of the unit This unit applies to small business owners and managers or senior managers within larger organisations. Business plans are varied in nature and may be for a new small business venture, an existing small business, a division or department of a large organisation or a new product development initiative.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse the internal and external business environment.	1.1 Determine information requirements and undertake cost-effective research to deliver relevant information.
	1.2 Consult with all internal and external ***stakeholders*** in the research process.
	1.3 Use research to assist in the prediction of social, political, economic and technological developments.
	1.4 Identify and seek assistance and advice from appropriate experts when necessary.
	1.5 Review and analyse existing or potential internal ***resources and capabilities***.
	1.6 Document and analyse business opportunities and obstacles based on valid and reliable market information.
	1.7 Review and analyse current and emerging ***trends and developments*** for their potential impact.
	1.8 Identify existing and potential competitors and allies and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	document their strengths and weaknesses.
	1.9 Explore the potential for joint ventures and strategic alliances.
2 Formulate business plans and strategies.	2.1 Create or confirm organisation mission, vision and purpose as the starting point for the business plan in consultation with stakeholders.
	2.2 Establish realistic, clearly stated and measurable objectives for the business.
	2.3 Develop appropriate strategies and tactics to address objectives across all ***areas of business operation***.
	2.4 Identify and include opportunities for strategic business alliances.
	2.5 Develop all aspects of the business plan to ensure the business meets relevant ***legal***, ***social***, ***environmental and ethical obligations***.
	2.6 Include appropriate action plans and ***evaluation processes***, including key performance indicators.
	2.7 Consult with appropriate staff, management and other stakeholders to encourage support for the planning process so that all perspectives are taken into account in development of business plan.
3 Implement the business plan.	3.1 Communicate objectives and content of plans in a timely manner to facilitate a clear understanding of the plan, associated activities and individual responsibilities.
	3.2 Use appropriate communication and leadership techniques to encourage a team commitment to the business plan.
	3.3 Encourage staff to provide ongoing input into the business plan.
	3.4 Implement and organise actions detailed in the plan in a cost-efficient manner and according to schedule and contingencies.
4 Monitor the business plan.	4.1 Review the business plan regularly and adjust in light of changing circumstances.
	4.2 Monitor activities using evaluation methods detailed in business plan on an ongoing basis.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.3 Identify and analyse successes and performance gaps in terms of cause and effect.
	4.4 Implement agreed changes to plans promptly, ensuring timely communication of changes to all stakeholders.
	4.5 Report business plan performance in a transparent manner to all stakeholders.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research, critical thinking and analytical skills to analyse broad range of issues that impact on business operations
- planning and organisational skills to implement the business plan
- strategic problem-solving skills to review and adjust plans and strategies in light of operational experience
- communication and leadership skills to communicate and implement the business plan
- literacy skills to interpret and develop a wide range of documents dealing with complex ideas and concepts
- numeracy skills to develop budget and take a strategic approach to financial issues.

The following knowledge must be assessed as part of this unit:

- detailed knowledge of business planning techniques and formats
- legal, social, environmental and ethical obligations and compliance issues that affect the relevant industry context or organisation
- detailed knowledge of relevant industry context, including current trends, structures and government policies.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to undertake detailed, thorough and appropriate analyses of both internal and external business environments to provide a sound basis for business planning
- ability to develop and implement an integrated business plan implemented in a tourism or hospitality context
- project or work activities conducted over an operationally realistic period of time to allow the candidate to develop and implement a business plan for a given product or service.

Context of and specific resources for assessment

Assessment must ensure:

- involvement of a key stakeholder group, including customers for the product or service
- access to a commercial or not-for-profit business environment in which the business plan may be implemented.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of a business plan prepared by the candidate to guide the management of a commercial or not-for-profit business activity, as well as evaluation of the resulting performance report also prepared by the candidate
- case studies to develop specific business plans and strategies for selected business activities or projects
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Stakeholders may include:	• customers • employees • government agencies • owners • suppliers • strategic alliance partners.
Resources and capabilities may include:	• human resources • financial resources • equipment capacity • staff skill levels • hours of operation • communication capabilities • location and position.
Trends and developments may include:	• economic • ecological or environmental

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- government activities
- social and cultural
- demographic
- technological
- industrial.

Areas of business operation that must be included in the business plan are:

- operations
- marketing
- technology
- human resources and labour requirements
- management and organisational structure
- financial plan and projections
- quality management.

Legal, ***social***, ***environmental and ethical obligations*** may include:

- regulatory requirements, such as licensing
- codes of practice
- cultural expectations and influences
- social responsibilities, such as protection of children and environmental issues.

Evaluation processes may include:

- key performance indicators
- gap analysis
- customer feedback
- compliance reports
- employee feedback.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT005A Manage business risk

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to actively identify risks to business operations, assess the associated consequences and take measures to eliminate or control the risk. It requires the ability to monitor business risks on an ongoing basis.

This unit focuses on business risk and not on the risk management strategies that a business applies to the management of OHS issues. OHS management practices are covered in separate specialised units.

Application of the Unit

Application of the unit

This unit describes a fundamental business management skill for those working within the service industries and applies to the full range of industry sectors and environments.

A risk to business operations can be faced by any type of organisation, including non-profit businesses, whether they are micro, small, medium or large. Managers within these businesses require skills to ensure the success of the operation, meet budget, minimise losses or ensure a profit, depending on the focus of the activities.

This unit reflects the active participation of any personnel in the identification, assessment and control of risks to business and operational activities. This activity would normally be undertaken by unsupervised senior staff members who have significant responsibility in the workplace, owner-operators and managers. It could also be undertaken by frontline operational personnel who work with some level of autonomy or under limited supervision and guidance from others.

Assessments of business risk are commonly conducted as a team

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

effort and a person achieving competence in this unit could either actively participate in group assessments or could take a lead role in coordinating a group approach.

The assessment and control of risks to business operations could be implemented on many levels within an organisation; a whole of organisation approach or for a particular project or business activity.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify risks to business operations.	1.1 Determine ***operational objectives*** through consultation with ***key people*** and by referring to available ***information sources*** and use this as the basis for identifying, assessing and controlling risks to the organisation or activity.
	1.2 Develop or access ***a business risk identification and assessment tool or template document*** which incorporates ***assessment criteria*** for assessing risks and consequences.
	1.3 Use appropriate ***methods to identify foreseeable risk*** that has the potential to adversely affect operational activities.
	1.4 Ensure that risk assessment processes are a key component of all operational activities.
	1.5 Involve ***other people*** in the risk identification process and integrate the perspective of key people.
	1.6 Produce ***clear documents that outline identified risks*** to allow for a full assessment.
2 Assess risks to business operations.	2.1 Refer to identified and documented ***risks***, consult with and involve key people to achieve broad input into the risk assessment process.
	2.2 Use a systematic and ***four-staged hierarchical process model*** to conduct the risk assessment.
	2.3 Use established ***assessment criteria*** for assessing risks and consequences.
	2.4 Prepare clear ***documentation of the outcome of risk assessment*** and proposed control actions.
3 Eliminate or control the business risk.	3.1 Assess the organisation's ***capability to eliminate or control risk*** and determine specific control measures.
	3.2 Develop and document contingency plans for risk elimination, minimisation or control and communicate these to key people involved in the operational activity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Implement control measures according to individual level of responsibility or refer to appropriate personnel for permission or further action.
	3.4 Eliminate risk where possible or take action to control and minimise the risk.
	3.5 Continuously monitor specific risks and controls to ensure effectiveness of control method.
	3.6 Regularly monitor low or accepted risks for any unacceptable consequences.
4 Monitor and evaluate business risk management practices.	4.1 Continuously monitor operational activities for a changing risk profile and identify, assess and control business risks on an ongoing basis.
	4.2 Make evaluation of specific risk controls a key component of all operational activity reviews.
	4.3 Consult with a range of key people to elicit feedback on the effectiveness of all risk management practices.
	4.4 Identify inadequacies in risk management practices, develop, implement, document and communicate improvements to risk management practices.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to access appropriate risk identification or assessment templates
- high-level communication skills to communicate and consult with key people on issues of business risk identification, assessment and control
- literacy skills to read and interpret complex business management materials, such as business plans, marketing plans and reports that relate to managing business risks; and write risk identification, assessment and control documents
- critical thinking skills to allow for a rational and logical evaluation of the business risk and to apply or suggest effective controls while incorporating the views of other people consulted.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- broad and working knowledge of risk management systems or practices
- the way business risk management practices link with other management systems
- context of risk assessment within the overall operation of the business or activity
- key principles and elements of risk assessment processes
- appropriate risk identification or assessment templates, and their format and use
- range of techniques for assessing risks, such as the four-staged hierarchical process model
- broad and working knowledge of industry and legal compliance requirements
- broad and working knowledge of consultative mechanisms commonly used by organisations
- common risk control measures
- organisational activities and capabilities.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show the candidate's ability to systematically identify risks to business operations, assess the associated consequences and take measures to control the risks for a given service industry operation • ability to develop or access and use business risk identification and assessment template • project or work activities conducted over a commercially realistic period of time so that the monitoring and evaluation aspects of business risk can be assessed.
Context of and specific resources for assessment	Assessment must ensure: • that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	publications to facilitate the processes involved in managing business risk • access to an operation for which a business risk assessment can be undertaken, or to comprehensive and sufficient information about that operation to allow the candidate to participate fully and actively in risk management practices • use of risk management information or business management manuals issued by industry associations or commercial publishers, and template documents used for risk assessment activities • use of information sources that provide operational details on which to base business risk identification or assessment activity, such as business, marketing, operational or project plans • involvement of key people so that consultative actions may be implemented.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to manage business risk. The following examples are appropriate for this unit: • evaluation of completed business risk identification and assessment template documents prepared by the candidate detailing suggested risk controls for a given project or work activity • evaluation of a portfolio that incorporates all documents used for the management of business risk for a business, project or event, including summary of reference material, completed risk identification and assessment template documents, documents detailing control measures, reports detailing success of control measures and recommendations for improvements, and notes or minutes from meetings and briefings • evaluation of project or work activities conducted in conjunction with an industry operator to allow the candidate to implement risk management practices for a particular business, event, project or business activity • direct observation of the candidate consulting with appropriate colleagues about business risk identification, assessments and control • case studies and problem-solving exercises to identify and assess business risks for different types of business

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	or operational activities • written and oral questioning or interview to test knowledge of the risk management principles • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXADM003A Write business documents.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Operational objectives may include:	• business or operational objectives relating to:
	  • client of the organisation
	  • department within an organisation
	  • whole of the organisation
	  • particular project
	  • particular event or community activity
	• meeting budget
	• minimising losses
	• making a business profit

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- meeting project deadlines
- staging an event or community activity successfully
- successful project outcomes.

Key people may include:

- colleagues, including:
  - peers
  - supervisors
  - managers
- clients
- contractors
- participants and performers
- venue and facility managers
- industry association personnel
- legal representatives
- business accountants
- insurance brokers
- specialist or technical advisers
- government authorities.

Information sources may include:

- business plans
- operational plans
- project plans
- marketing plans
- tender, proposal or bid documents
- customer quotations
- discussions with colleagues or clients
- group workshops or brainstorming
- incident reports
- industry association reports and articles
- media reports and articles
- observation checklists
- surveys.

A business risk identification tool or template document and ***assessment criteria*** may include:

- self-designed tools and assessment criteria
- tools and templates developed:
  - by external consultancy services
  - by industry associations for use by member businesses

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- by the organisation as part of a risk management system
- for public use and found within business management manuals

- assessment criteria nominated in Australian standards.

Methods to identify foreseeable risk may include:

- audit of operational activity
- interview and discussion
- investigation of an incident with a negative result
- monitoring of operational activity
- observation of business, project or client activities
- review of incident reports and registers
- review of information sources, such as plans and reports
- review of global or local reports and media discussions that identify critical economic, social, terror-related, war-related or health issues.

Clear documents that outline identified risks and ***documentation of the outcome of the assessment*** may include:

- checklist
- completed risk identification and assessment report or checklist, such as a tool or template document
- comprehensive file notes
- correspondence with customer, supplier or specialist adviser
- report
- meeting notes or minutes
- action plan.

Risks may involve:

- product failure
- failure of marketing program
- competitor activity
- damage to property or equipment
- system or equipment failure
- financial loss
- industrial dispute
- inability to provide business or operational activity with appropriate human, financial or physical resources
- natural disasters
- political events

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- civil uprising
- terrorism
- world or local health events or epidemics
- professional incompetence
- non-compliance with industry or legal requirements
- security breaches or failures
- change of client or customer requirements.

Four-staged hierarchical process model must include:

- identifying the consequences that could result from the identified risk
- determining the exposure to the risk
- estimating the probability that negative impacts will occur
- determining an overall risk level for the identified issue, identifying risk level as:
  - low
  - accepted
  - medium
  - high.

Capability to eliminate or control risk may include:

- access to accurate information
- expertise within the organisation to determine and implement appropriate control measures
- legal liability
- financial or other resource constraints on implementing sufficient control measures.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMGT006A Establish and conduct business relationships

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to manage business relationships with customers or suppliers. It requires the ability to establish and maintain business relationships, conduct formal negotiations and make and manage agreements or contracts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a complex administrative skill for those working within the service industries and applies to the full range of industry sectors and environments.

The business agreements or contracts and negotiations described by this unit are formal and structured in nature and cover significant commercial dealings. They may relate to such things as corporate accounts, service contracts, agency agreements, venue contracts, rate negotiations, preferred product agreements, supply agreements and marketing agreements.

The establishment and management of business relationships require the application of significant analytical, communication, negotiation and relationship building skills. This role is generally undertaken by senior operational personnel or sales and marketing personnel who work autonomously and are responsible for making strategic decisions on purchasing or marketing activities for an organisation and for overseeing the maintenance of contracts or agreements. Managers and owner-operators of small businesses would also undertake this activity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Build business relationships.	1.1 Establish relationships within appropriate cultural context in a manner that promotes goodwill and trust between the organisation, its customers and suppliers. 1.2 Build trust and respect in business relationships through use of effective communication skills and techniques. 1.3 Identify and take up ***opportunities to maintain regular contact with customers and suppliers***.
2 Conduct negotiations.	2.1 Conduct negotiations in a professional manner within relevant cultural context. 2.2 Conduct negotiations in the context of current organisation marketing focus. 2.3 Maximise benefits for all parties in the negotiation through use of established ***negotiation techniques*** and in context of establishing long-term relationships. 2.4 Incorporate feedback and input from colleagues into the negotiation where appropriate. 2.5 Communicate results of negotiations to appropriate colleagues and stakeholders within appropriate timeframes.
3 Make formal business agreements.	3.1 Confirm agreements in writing, using formal contracts where appropriate and according to organisation requirements. 3.2 Check and gain appropriate approvals for all aspects of formal agreements according to organisation procedures. 3.3 Identify the need for and seek specialist advice in the development of contracts where appropriate.
4 Foster and maintain business relationships.	4.1 Proactively seek, review and act upon information needed to maintain sound business relationships. 4.2 Honour agreements within the scope of individual responsibility, complying with agreed terms and meeting key performance indicators (KPIs). 4.3 Make adjustments to agreements in consultation with customer or supplier and share information with appropriate colleagues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	4.4 Nurture relationships through regular contact and use of effective interpersonal and communication styles.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level negotiation skills and techniques appropriate to negotiations that may be of significant commercial value
- high-level interpersonal and communication skills to establish and nurture ongoing relationships
- high-level literacy skills to outline specific written requests clearly and succinctly; read complex agreements, conditions and contracts; and confirm formal details in writing
- numeracy skills to prepare statistics, KPIs or usage figures that might relate to the negotiation of costs and calculate any costs related to agreements and contracts.

The following knowledge must be assessed as part of this unit:

- detailed knowledge of KPIs for the industry, industry structure and interrelationships, industry networks, information sources, sources of supply, and in-depth knowledge of distribution and marketing networks
- principles of negotiation, stages in the negotiating process and different techniques that can be applied
- legal issues that affect negotiations and contracts in the relevant industry sector
- general and working knowledge of contracts and basic understanding of contract law.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- project or work activities that show the candidate's ability to successfully establish and maintain business relationships, conduct formal negotiations and make and manage agreements and contracts for a specific business operation
- detailed knowledge of KPIs for the industry, industry structure and interrelationships, industry networks, information sources, and distribution and marketing networks
- knowledge and understanding of role of contracts within a given business operation
- project or work activities conducted over a commercially realistic period of time so that the planning and relationship-building aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and software to facilitate the processes involved in establishing and conducting business relationships
- access to an operation for which business relationships would be managed, or access to comprehensive and sufficient information about that operation to allow the candidate to fully establish and maintain business relationships, conduct formal negotiations and make and manage agreements and contracts
- use of materials that support the negotiation process such as preparatory facts, statistics, KPIs, product usage rates, request letters, and written confirmation of agreements and contracts
- use of plain English contract law information
- interaction with individuals or businesses that have a genuine or potential interest in negotiating and relationship-building for a commercial relationship.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to establish and conduct business relationships. The following examples are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

appropriate for this unit:

- direct observation of the candidate participating in verbal negotiations
- evaluation of negotiations and business relationships or agreements conducted or made by the candidate
- evaluation of reports prepared by the candidate to detail the way in which a negotiation activity was planned and conducted and lessons to be learned for future activities
- review of negotiating documents prepared by the candidate, including preparatory facts, statistics, KPIs, product usage rates, request letters and written confirmation of agreements
- case studies to assess application of different techniques to different negotiating scenarios
- written and oral questioning or interview to test knowledge, such as industry structure and interrelationships, negotiating principles and techniques and legal compliance issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXINV003A Manage and purchase stock
- SITXMPR003A Plan and implement sales activities
- SITXMPR004A Coordinate marketing activities
- SITTPPD001A Research, assess and develop tourism products
- SITTPPD003A Source and package tourism products.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

BSBMGT617A Develop and implement a business plan

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Opportunities to maintain regular contact with customers and suppliers may include:	• informal social occasions • industry functions • association membership • cooperative promotions • program of regular telephone contact.
Negotiation techniques may include:	• identification of KPIs, goals and limits • clarification of needs of all parties • identifying points of agreement and points of difference • preparatory research of facts, statistics, KPIs and product usage rates • active listening and questioning • non-verbal communication techniques • appropriate language • bargaining • developing options • confirming agreements • appropriate cultural behaviour.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Management and Leadership

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR001A Coordinate production of brochures and marketing materials

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate the development of brochures and other marketing materials. It requires the ability to source information to be included; obtain production quotations; develop or outsource copy; and design, check and approve final content.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a complex sales and marketing skill for those working within the service industries and applies to the full range of industry sectors and environments.

Brochures and marketing materials can be devised to promote any product, service or event; a group of products being cooperatively marketed; or even a whole city, region or tourist precinct.

This unit does not include all the skills of a professional graphic designer or copywriter. Rather it reflects the more general skills needed by a large range of service industry personnel involved in sales and marketing activities.

Frontline sales and marketing personnel who operate with some level of autonomy or under limited supervision and guidance from others would be responsible for coordinating the production of brochures and marketing materials. Managers and owner-operators of small businesses would also undertake this activity.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
1 Plan the production of brochures and marketing materials.	1.1 Plan for the production of ***brochures and marketing materials*** according to organisation objectives, marketing focus and other issues that impact on the production process. 1.2 ***Consider factors*** in the planning of brochures. 1.3 Create detailed action plans for the production process, including timelines, responsibilities and budget.
2 Produce information for inclusion.	2.1 Produce or obtain from the appropriate source accurate and complete ***information for inclusion***. 2.2 Present information in a clear and easily understood format. 2.3 Present information in a culturally appropriate way.
3 Obtain quotations for artwork and printing as appropriate.	3.1 Provide ***accurate and complete specifications*** to quoting organisations within appropriate timeframe. 3.2 Obtain comprehensive quotations with full details of potential variations to cost and conditions that may apply.
4 Develop final copy for brochures and marketing materials.	4.1 Develop copy using basic creative writing techniques or outsource to sell the products presented. 4.2 Produce copy that provides accurate practical and operational details. 4.3 Present all costs accurately with notes about conditions that may apply. 4.4 Present general conditions clearly and accurately according to organisation policy. 4.5 Check all copy for accuracy prior to submission to internal or external art house or printers.
5 Coordinate the print production of brochures and marketing materials.	5.1 Liaise with production house or responsible staff members in a manner that permits accurate monitoring of production schedule. 5.2 Check and correct all production work as required. 5.3 Re-check and gain approval of appropriate authority only

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	when totally accurate.
	5.4 Approve artwork according to organisation guidelines prior to commencement of printing.
	5.5 Obtain and deliver brochures and marketing materials on schedule and establish contingency plans to allow for situations where timelines may be exceeded.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level literacy skills to create copy or check quality of outsourced copy, to interpret quotations and conditions and to proofread all contents of draft materials
- high-level verbal and written communication skills to explain complex requirements and specifications
- high-level numeracy skills to calculate costs and quantities of materials to be produced, sizing of layouts and components, and total size of final materials.

The following knowledge must be assessed as part of this unit:

- in-depth understanding of the objectives of the material and knowledge of the market for which material is required
- general awareness of potential of material for use on websites
- print production processes and terminology, including copy, film, artwork, 2-colour process, 4-colour process, final art, proofreading, bromide, print-ready, PDF file, author's corrections and transparencies
- printing and industry conventions in relation to placement of information, page numbering and copyright information
- quality indicators in brochure production, including readability, photographic quality, effective use of colour and spacing requirements
- current production technology
- creative writing techniques used for the content of brochures and other marketing materials
- procedures and requirements for preparation and proofing of material
- broad understanding of copyright laws and restrictions that apply to the inclusion of certain materials and content within brochures and other marketing materials

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- procedures for copyright clearance of restricted materials.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- coordination of all elements of development and production process for brochures and marketing material
- ability to produce materials that meet stated objectives, provide current and accurate information and are free of errors
- knowledge and understanding of current production processes and terminology and copyright restrictions
- production of brochures and marketing materials within typical workplace time constraints that meet determined deadlines.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information and software programs to facilitate the processes involved in coordinating the production of brochures and marketing materials
- access to an operation for which brochures and marketing materials would be developed, or access to comprehensive and sufficient information about that operation to allow the candidate to fully coordinate the production of actual brochures and marketing materials to meet a specified market need for a commercially realistic operation
- access to technology and materials for the production of brochures and marketing materials

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- interaction with suppliers such as graphic designers, print production organisations and copywriters.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to coordinate the production of brochures and marketing materials. The following examples are appropriate for this unit:

- evaluation of brochures or other marketing materials produced by the candidate
- written and oral questioning or interview to test knowledge of brochure coordination and production processes, copyright laws and clearance procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXMGT006A Establish and conduct business relationships
- SITXMPR004A Coordinate marketing activities.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Brochures and marketing materials may include:	• product brochures • destinational guides • promotional flyers and leaflets • conference programs and registration forms • event prospectus • display materials • product support manuals • advertising materials • direct mail pieces • invitations.
Factors that must be considered in the planning of brochures are:	• objectives of the material • market for which material is required • review of competitive materials • style and size of material • accessibility issues, such as the need to provide materials in alternative formats • time parameters • available budget • in-house production capabilities • internal and external distribution considerations • availability of required information • legal requirements or restrictions.
Information for inclusion may be:	• supplier information • photos • maps • tariff details • special offers or incentives • advertisements • sponsor messages • logos.
Accurate and complete specifications must include:	• size • number of colours • type of paper

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- number of photographs
- layout and style of text
- total number required
- conditions of contract
- production and delivery deadlines.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR002A Create a promotional display or stand

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to create a display or stand for the promotion of a product or service. It requires the ability to identify the objectives of the promotion, determine who the audience will be, select all display components and assemble the display or stand.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental sales and marketing skill for those working within the service industries and applies to the full range of industry sectors and environments.

Promotional displays or stands are set up and operated in a range of contexts, including trade or consumer shows, meeting or conference events, in-house promotions, window displays, visitor information centre displays and shopping centre promotions. They might be used to promote any product, service, or event; a group of products being cooperatively marketed; or even a whole city, region or tourist precinct.

This unit does not include all the skills of a specialist display designer or visual merchandiser. Rather, it reflects the more general display skills needed by a large range of service industry personnel involved in sales and marketing activities. Frontline sales and marketing personnel who operate with some level of autonomy or under limited supervision and guidance from others would be responsible for setting up displays or stands.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Make preparations for display or stand.	1.1 Identify display or stand objectives in consultation with appropriate colleagues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.2 Obtain operational ***information to assist in display or stand preparation*** to allow time for adequate planning.
	1.3 Plan display or stand to meet the needs of target audience.
	1.4 Select and organise adequate ***display supplies*** and transportation arrangements according to display plan.
	1.5 Identify the need for and seek assistance from display specialists where appropriate.
2 Create the display.	2.1 Create or dress the display or stand, making creative use of available materials and supplies.
	2.2 Use established ***display techniques*** to maximise the visual appeal of the display and reflect the nature of product or service being sold.
	2.3 Use display equipment correctly and safely.
	2.4 Check display or stand to ensure safety of colleagues and customers.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- safe OHS practices that relate to transporting, carrying, assembling and monitoring the display or stand
- basic visual merchandising techniques for creating displays with typically available materials, including techniques for maximising the effectiveness of commonly-used collateral in displays, including brochures and posters
- literacy skills to collect and interpret information about the needs of the target audience and operational aspects of the display or stand.

The following knowledge must be assessed as part of this unit:

- typical tourism industry contexts in which displays are used, such as trade and consumer shows, shopping centre promotions, information centre displays, window displays and promotional functions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- range of materials and equipment used for display in different locations and settings, such as stages, exhibition booths, permanent displays and window displays.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • creation of a display or dressing of a promotional stand to meet specific objectives using accepted display techniques • ability to create display or stand in a well-organised and safe manner • creation of a display or dressing of a promotional stand within typical workplace time constraints that meet determined deadlines.
Context of and specific resources for assessment	Assessment must ensure: • creation of a display or promotional stand within commercially realistic promotional environments • use of display and promotional material commonly used by tourism and hospitality organisations.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to create a promotional display or stand. The following examples are appropriate for this unit: • evaluation of the creativity and visual appeal of a display created by the candidate • case studies to assess application of different display techniques to typical industry promotional situations • written and oral questioning or interview to test knowledge of basic and different visual merchandising

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

techniques
- written and oral questioning or interview to test knowledge of safe working practices
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXMPR004A Coordinate marketing activities
- SITXCOM005A Make presentations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information to assist in display or stand preparation may include:

- nature of display area, including booth and stage
- floor plans
- type of surface on which display is to be created
- set-up times and duration
- OHS requirements
- budget allocation
- need for utilities, such as electricity and water
- need for waste management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- security.

Display supplies may include:

- furniture
- collateral materials, such as brochures, posters, banners and organisational colours and logo
- scissors
- adhesives and velcro
- pins
- string
- audiovisual systems, including videos and sound systems
- floral arrangements and potted plants
- balloons and other decorations
- mobiles
- computers.

Display techniques must include the use of:

- fabric
- flags
- signs
- printed materials
- three-dimensional materials
- freestanding display options
- product samples
- local produce
- cultural artefacts.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SITXMPR003A Plan and implement sales activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and implement sales activities. It requires the ability to identify and analyse market and customer needs, proactively target current and new customers, plan the operation of sales calls, make calls and prepare sales reports.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Operational sales skills are covered in SITTTSL005A Sell tourism products and services.

Application of the Unit

Application of the unit

Planning and implementation of sales activities may relate to the promotion of any product, service or event; a group of products being cooperatively marketed; or even a whole city, region or tourist precinct.

This unit requires the application of planning, organisational and communication skills. This role is generally undertaken by sales and marketing personnel within the service industries who operate autonomously and who are responsible for coordinating a range of sales activities. Managers and owner-operators of small businesses would also undertake this activity.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan sales activities.	1.1 Plan and schedule sales activities for existing and potential customers according to marketing plan or other organisation systems.
	1.2 Identify, analyse and incorporate appropriate organisation, customer and market ***information*** into the sales planning process.
	1.3 Proactively source prospects and create profiles accordingly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Estimate potential revenue, based on sound analysis of information and in consultation with appropriate colleagues.
	1.5 Plan activities to maximise opportunities to meet individual and team targets.
	1.6 ***Establish practical sales call patterns*** based on analysis of all relevant customer and market information.
2 Prepare for sales calls.	2.1 Make sales call appointments in advance where appropriate.
	2.2 Develop ***sales call strategies and tactics*** based on market knowledge, current sales focus and consultation with appropriate operational colleagues.
	2.3 Gather specific ***information and support materials*** to support individual sales calls.
3 Make sales calls.	3.1 Make sales calls according to agreed call patterns.
	3.2 Build relationships with customers through the use of effective interpersonal communication styles.
	3.3 Develop customer trust and confidence through the demonstration of personal and professional integrity.
	3.4 Proactively identify and resolve customer issues and problems.
	3.5 Use selling techniques to maximise opportunities to meet and exceed sales targets.
	3.6 Provide current, accurate and relevant information on product features and benefits according to current organisation marketing focus.
	3.7 Encourage feedback from customers and proactively seek market intelligence.
4 Review and report on sales activities.	4.1 Review all activities according to agreed evaluation methods and incorporate results into future sales planning.
	4.2 Prepare sales reports according to required timelines and organisation procedures.
	4.3 Present market intelligence in a manner that provides clear

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	and concise information to those responsible for sales and marketing planning.
	4.4 Share market intelligence with relevant colleagues in a timely fashion.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- sales skills to sell diverse products and services in a range of industry contexts and environments
- planning and organisational skills that relate to the conduct of sales activities
- high-level verbal communication skills, specifically active listening and questioning
- conflict and problem resolution techniques in order to take a lead role in solving ongoing problems
- high-level literacy skills to interpret customer information and market trend information, and to read and prepare sales reports
- high-level numeracy skills to calculate potential sales revenues and create and interpret sales statistics.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the principles of selling, sales communication and relationship building
- in-depth product knowledge sufficient to take a proactive sales role
- detailed knowledge of the industry, including structure and interrelationships, industry networks and information sources
- industry and market knowledge appropriate to the sector and organisation, including:
  - in-depth knowledge of distribution and marketing networks, especially those that support the product or service being promoted
  - current customer and market trends, products and service style that would meet particular customer and market requirements and preferences
  - links between sales and other areas of the organisation's operations
- overall structure and content of marketing plans
- role of sales within the overall marketing mix
- broad and working knowledge of the legal liability and implications of consumer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

legislation and regulations on selling products appropriate to particular industry sectors.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- project or work activities that show the candidate's ability to plan and implement sales activities for a specific business operation and to prepare sales reports
- use of effective communication skills during sales calls
- detailed knowledge of the industry, including structure and interrelationships, industry networks, information sources and distribution and marketing networks
- project or work activities conducted over a commercially realistic period of time so that the planning, analysis and reporting aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and software to facilitate the processes involved in planning and implementing sales activities
- access to an operation for which products would be promoted or access to comprehensive and sufficient information about that operation to allow the candidate to plan for fully and implement sales activities
- use of marketing plans and operational sales documents, such as sales reports and sales support materials
- interaction with individuals or businesses with a genuine or potential interest in purchasing the product or service.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and implement sales activities. The following examples are appropriate for this unit:

- evaluation of sales plans and sales results developed and achieved by the candidate
- evaluation of sales reports prepared by the candidate to detail the way in which a sales campaign was planned and implemented and lessons to be learned for future sales activities
- evaluation of sales activities undertaken by the candidate in conjunction with and on behalf of industry operators
- case studies to assess knowledge of how sales activities can be used for specific industry contexts
- written and oral questioning or interview to test knowledge such as structure of the industry, industry interrelationships, distribution networks and legal compliance issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXMGT002A Develop and implement operational plans
- SITXMGT006A Establish and conduct business relationships
- SITXMPR004A Coordinate marketing activities.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Information to be incorporated into the sales planning process may include:

- sales and marketing reports
- financial statistics
- market trends
- competitive activity.

Establishing practical sales call patterns may be affected by:

- specific sales and revenue targets
- call intensity required
- geographic considerations and restraints
- current organisation priorities
- need for administration and reporting time.

Sales call strategies and tactics may include or be based on:

- focus on specific products or offers
- individual customer history
- current sales figures for nominated periods
- response to competitive activity.

Information and support materials may include:

- brochures
- tariff sheets
- other handouts
- internet and web pages
- electronic updates
- display material
- giveaways
- incentive material.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR004A Coordinate marketing activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and coordinate a range of marketing and promotional activities at an operational level. The unit incorporates knowledge of marketing principles.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Coordination of marketing activities may relate to the promotion of any product, service or event; a group of products being cooperatively marketed; or even a whole city, region or tourist precinct.

This unit requires the application of planning, organisational and communication skills, with a focus on short-term operational plans. This role is generally undertaken by marketing personnel who operate autonomously and who will be responsible for making decisions on marketing activities for an organisation. Managers and owner-operators of small businesses would also undertake this activity.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and organise marketing and promotional activities.	1.1 Plan and schedule ***marketing and promotional activities*** according to marketing plan or other organisation systems. 1.2 Identify, analyse and incorporate relevant market ***information*** into short-term planning. 1.3 ***Assess invitations*** to participate in promotional activities based on current marketing focus and other relevant information.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.4 Develop and implement detailed action plans for promotional activities at the appropriate time to address ***operational details***.
2 Undertake a general public relations role.	2.1 Establish and conduct relationships with industry and media colleagues in a manner that enhances positive image of organisation. 2.2 Use networks to assist in the implementation of promotional activities. 2.3 Develop public relations resources where appropriate, including media releases and industry or media support materials.
3 Review and report on promotional activities.	3.1 Review all activities according to agreed evaluation methods and incorporate results into future planning. 3.2 Prepare reports according to organisation policy and required timeframes. 3.3 Present current market intelligence in a manner that provides clear and concise information to those responsible for planning sales and marketing. 3.4 Make informal reports to relevant colleagues to maximise opportunity to meet team targets.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- sales techniques
- planning and organisational skills that relate to the conduct of marketing activities
- high-level verbal communication skills to establish and conduct public relations activities
- high-level literacy skills to interpret market trend information, develop detailed action plans for promotional activities, prepare media releases, and read and prepare marketing reports.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge sufficient to support typical industry marketing activities
- overall content and structure of marketing plans
- broad and working knowledge of key marketing principles
- detailed knowledge of the industry, including structure and interrelationships, industry networks and information sources
- industry and market knowledge appropriate to the sector and organisation, including:
  - in-depth knowledge of distribution and marketing networks, especially those that support the product or service being promoted, including e-business options
  - current customer and market trends, products and service style that would meet particular customer and market requirements and preferences
- general knowledge of the types of promotional activities commonly used in the service industries including:
  - trade and consumer shows
  - in-house promotions
  - advertising
  - public relations
  - familiarisations
  - signage and display
- general knowledge of major industry marketing and promotional events relevant to the industry sector
- broad and working knowledge of legal liability and implications of consumer legislation and regulations on the promotion of products appropriate to the particular industry sector.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • project or work activities that show the candidate's

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit

ability to plan and coordinate multiple marketing activities for a specific business operation and to prepare marketing reports

- logical and detailed activity planning supported by relevant action plans
- knowledge of marketing principles and their application to practical workplace activities
- detailed knowledge of the industry, including structure and interrelationships, industry networks, information sources, and distribution and marketing networks
- knowledge of the types of promotional activities commonly used within the tourism and hospitality industry and specific major industry marketing and promotional events
- project or work activities conducted over a commercially realistic period of time so that the planning, analysis and reporting aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and software to facilitate the processes involved in planning and implementing marketing activities
- access to an operation for which products would be marketed or access to comprehensive and sufficient information about that operation to allow the candidate to fully plan for and implement marketing activities
- use of marketing plans and operational marketing documents, such as action plans and marketing reports
- interaction with individuals or businesses with a genuine or potential interest in purchasing the product or service.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to coordinate marketing activities. The following examples are appropriate for this unit:

- evaluation of marketing activities planned and conducted by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- evaluation of marketing reports prepared by the candidate to detail the way in which an activity was planned and conducted and lessons to be learned for future activities
- evaluation of marketing activities organised and implemented by the candidate in conjunction with or on behalf of industry operators
- case studies to assess application of marketing principles to specific industry situations
- written and oral questioning or interview to test knowledge such as marketing principles, structure of the industry, industry interrelationships, distribution networks and legal compliance issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXMGT002A Develop and implement operational plans
- SITXMPR003A Plan and implement sales activities.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

performance criteria is detailed below.

Marketing and promotional activities may include:	• events • display and signage initiatives • trade and journalist familiarisations • limited product development within scope of individual responsibility • market research • advertising • industry and public relations activities • web-based activities.
Information to be incorporated into the planning process may include:	• marketing reports • sales reports • financial statistics • marketplace trends • competitive activity.
Assessment of invitations to participate in activities may relate to:	• consistency with overall marketing direction • level of exposure to be achieved • matching of attendees to target markets • financial resource issues • human resource requirements • timing of the activity or event.
Operational details to be considered may include:	• objectives and nature of the activity • budget availability • public relations implications • staffing requirements and briefings • availability of brochures and other promotional material • equipment requirements • contracting of other services, such as display • travel arrangements • strategies to ensure maximum benefits • potential to conduct cooperative marketing activities • proactive or reactive approaches • need for external assistance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- fulfilling administrative and procedural requirements
- available technology
- potential e-business opportunities.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR005A Develop and manage marketing strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and manage marketing strategies, including developing a marketing plan. The actual conduct of activities that generally takes place within the framework of marketing plans is covered in various other units such as SITXMPR001A Coordinate production of brochures and marketing materials, and SITXMPR004A Coordinate marketing activities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals operating in a management capacity who are responsible for developing marketing strategies and plans. This may include managers whose primary role is marketing related or those for whom marketing is a part of the overall job responsibility.

Marketing strategies could be developed for a specific new or existing product or service, a small or medium-sized business organisation, a destination or a specific project, such as an event.

Units and qualifications for marketing specialists are found in the Business Services Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Collect and analyse information on the internal business environment.	1.1 Identify and confirm core activities, customer base, business values and current business direction. 1.2 Identify and analyse ***information*** on current and past marketing and its effectiveness. 1.3 Review performance information from all areas of the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	business to identify strengths, weaknesses and critical success factors.
	1.4 Identify and record current ***capabilities and resources***, including the need for specialist assistance.
	1.5 Identify any under-performing products and services and analyse and report on reasons for under-performance.
	1.6 Record and report information according to organisation requirements.
2 Collect and analyse information on the external business environment.	2.1 Identify and analyse information on expected market growth or decline with associated risk factors.
	2.2 Record and analyse projected changes in the labour force, population and economic activity.
	2.3 Gather and analyse ***comparative market information***.
	2.4 Identify and analyse industry and customer ***trends and developments***, including emerging issues and technology.
	2.5 Identify and analyse legal, ethical and environmental constraints of the market and potential business impacts.
	2.6 Record and report information according to organisation requirements.
3 Develop marketing strategies.	3.1 Identify and analyse specific opportunities based on internal and external market analysis.
	3.2 Develop marketing strategies that are consistent with direction, values and business plans of the organisation.
	3.3 Ensure marketing strategies meet ***legal and ethical constraints***.
	3.4 Develop strategies in consultation with key stakeholders.
4 Prepare marketing plan.	4.1 Formulate marketing plan to clearly communicate all priorities, responsibilities, timelines and budgets.
	4.2 Provide timely opportunities for colleagues to contribute to marketing plan.
	4.3 Submit marketing plan for approval where appropriate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	according to organisation policy.
5 Implement and monitor marketing activities.	5.1 Implement and monitor activities detailed in the plan in a cost-efficient manner and according to schedule and contingencies.
	5.2 Produce marketing reports according to organisation policy.
	5.3 Share information on marketing activities with operational staff to maintain awareness of current organisation focus.
6 Conduct ongoing evaluation.	6.1 Evaluate marketing activities using agreed methods and benchmarks.
	6.2 Make adjustments according to evaluation.
	6.3 Communicate and implement agreed changes promptly.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research and analytical skills to analyse internal and external business environments
- planning and organisational skills to implement the marketing plan
- literacy skills to analyse a wide range of complex market and business information from varied sources
- numeracy skills to develop marketing resource strategies and scenarios.

The following knowledge must be assessed as part of this unit:

- data collection tools and research methodologies of particular relevance to marketing
- marketing planning techniques and formats
- internal and external issues that impact on market planning in a given industry context
- in-depth knowledge of industry marketing and distribution networks in the relevant context

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- legal issues that impact on marketing activities including Trade Practices and Fair Trading legislation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to develop a marketing strategy and plan for a specific tourism or hospitality product, service or organisation that identify current and relevant industry organisation marketing issues and include a detailed, realistic implementation program
- knowledge and understanding of specific implementation and monitoring issues
- project or work activities conducted over a period of time to allow the candidate to develop and implement a marketing strategy for a given product or service
- development and implementation of a marketing strategy that targets and involves individuals or businesses with a genuine interest or potential in purchasing the product or service.

Context of and specific resources for assessment

Assessment must ensure:

- involvement of stakeholders in the planning process
- involvement of customers to whom products and services are marketed.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of the marketing aspects of a project conducted by the candidate, either alone or in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	conjunction with industry • evaluation of reports prepared by the candidate detailing marketing plans and results achieved • case studies to assess application of marketing planning to different industry situations and contexts • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of information may include:	• peers • internet • official statistics • government agencies • industry associations • business advisory services • financial institutions • industry publications.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Capabilities and resources may include:	• human resources • financial resources • equipment capacity • staff skill levels • hours of operation • communication capabilities • location and position • e-business capacity.
Comparative market information may include:	• best practice information • benchmarking • competitor information.
Trends and developments may be:	• economic • ecological and environmental • government activities • social and cultural • demographic • technological • industrial.
Legal and ethical constraints may include:	• legislation • regulations • codes of practice • cultural expectations and influences • social responsibilities, such as protection of children and environmental protection.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate online cooperative tourism marketing initiatives, provide appropriate website content and update this content using remote authoring skills. It requires a general knowledge of online marketing initiatives in the tourism industry and the basic technical skills that allow business operators to participate effectively in these initiatives.

Application of the Unit

Application of the unit

This unit applies to those working within the service industries and in particular to small tourism and hospitality businesses wishing to participate in cooperative marketing initiatives.

Protocols for participation will vary and this unit must therefore be tailored to meet the needs of local industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Evaluate online cooperative marketing initiatives.	1.1 Source and evaluate ***relevant information*** about the range of current online ***cooperative tourism marketing initiatives and sites*** for potential value to the business.
	1.2 Select an initiative that meets ***requirements and considerations of the business***.
	1.3 Evaluate additional skills, equipment or other resources that may be required to participate in initiative.
	1.4 Assess value of participation through consideration of overall marketing direction and any budgetary constraints.
2 Provide online content in appropriate	2.1 Review and accurately interpret ***content requirements*** as set down by administrator of the cooperative initiative.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
format and style.	2.2 Use appropriate and customer-focussed writing techniques to develop content suited to an online environment and the requirements of specific cooperative initiatives. 2.3 Identify appropriate images for inclusion in online content. 2.4 Capture and manipulate digital images using appropriate techniques to enhance images. 2.5 Upload content according to relevant guidelines and protocols.
3 Use remote authoring to update content.	3.1 Develop ***protocols to ensure regular and timely updating of content*** within cooperative sites. 3.2 Update content accurately using ***remote authoring techniques*** according to requirements of cooperative site. 3.3 Review and evaluate content and outcomes of participation and identify and address any problems or issues arising.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use remote authoring processes and techniques appropriate to one or more cooperative initiatives as defined by the site administrator
- techniques to capture and manipulate digital images
- communication skills to write customer-focussed content for an online environment.

The following knowledge must be assessed as part of this unit:

- range of online cooperative marketing opportunities available to the tourism industry in Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- current national, state and regional frameworks for online cooperative marketing, e.g. Australian Tourism Data Warehouse and other government initiatives
- specific online cooperative marketing initiatives for particular industry sectors
- guidelines and requirements for format and style of typical online copy
- equipment and software requirements and techniques for capturing, manipulating and uploading digital images to cooperative sites, including saving and storing images.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of current developments and initiatives in relation to online cooperative marketing in the Australian tourism industry
- awareness of and ability to use basic technical skills to create, upload and update content, including words and images.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using industry-current equipment to develop and update online content in a cooperative marketing context.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to participate in cooperative online marketing initiatives. The following examples are appropriate for this unit:

- evaluation of content developed by the candidate
- evaluation of reports prepared by the candidate to compare different online cooperative marketing initiatives
- written and oral questioning to assess knowledge and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

awareness of potential online cooperative marketing initiatives for tourism operators within Australia

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

BSBMKG401B Profile the market

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Relevant information about the range of current online cooperative tourism marketing initiatives may be sourced from:

- national, state, regional or local tourism organisations
- private organisations
- promotional material provided to the business
- internet.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Cooperative tourism marketing initiatives may be established and run by:	• national or state tourism organisations • regional tourism organisations • local tourism organisations • industry associations • private organisations.
Cooperative tourism marketing initiatives and sites may relate to:	• information only • bookings and reservations • referral services • destination-based sites • product-based sites, e.g. bed and breakfasts.
Requirements and considerations of the business may include:	• marketing goals and strategies • types of product and service offered • intended audience and market • budget • available technology • time resources • training requirements.
Content requirements for cooperative sites may include:	• number of words • number and size of digital images or multimedia • order of information • links to other sites and emails • conformity with style guides • proximity to data and geocoding • pricing by room or package.
Protocols to ensure regular and timely updating of content may include:	• timetable for updating words and images • allocation of responsibility to specific staff member for updating of content • monitoring pricing and the timing of the release of special offers • monitoring system-generated emails.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Remote authoring techniques may include:	• those set down by a particular administrator • use of specific software programs as defined by site administrator, for example, software that assists in the development of digital images.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Marketing and Public Relations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS001B Follow health, safety and security procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices.

OHS legislation in all Australian states and territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer's initiatives to ensure safety at work.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:

- SITX0HS001B Follow health, safety and security procedures
- SITXOHS004B Implement and monitor workplace health, safety and security practices
- SITXOHS005A Establish and maintain an OHS system.
- The use of correct hygiene practices is covered in SITXOHS002A Follow workplace hygiene procedures.

The processes necessary to control specific workplace safety risks are covered in SITXOHS003B Identify hazards, and assess and control safety risks.

Application of the Unit

Application of the unit

This unit describes a fundamental workplace skill for those working within the service industries and applies to the full

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

range of industry sectors and environments.

Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Follow workplace procedures for health, safety and security.	1.1 Correctly and consistently follow the organisation's ***health***, ***safety and security procedures*** according to relevant legislative requirements. 1.2 Incorporate ***safe work practices*** into all workplace activities. 1.3 Follow the safety directions of supervisors or managers and heed any workplace safety warning signs. 1.4 Use any required protective equipment and wear required personal protective clothing. 1.5 Identify and promptly report unsafe work practices, ***issues and breaches of health***, ***safety and security procedures***. 1.6 Report any suspicious behaviour or unusual occurrences promptly to the designated person.
2 Follow procedures for emergency situations.	2.1 Recognise emergency and potential ***emergency situations*** promptly and determine or take required actions within the scope of individual responsibility. 2.2 Follow the organisation's emergency procedures correctly. 2.3 Seek assistance promptly from colleagues or other authorities where appropriate. 2.4 Report details of emergency situations accurately according to organisation procedures.
3 Participate in the organisation's OHS practices.	3.1 ***Participate in OHS management practices*** developed by the organisation to ensure a safe workplace. 3.2 Actively participate in the OHS ***consultation*** processes and identify and report safety and procedural issues requiring attention. 3.3 Ensure immediate work area is free from hazards, participate in scheduled hazard identification activities and report hazards on an ongoing basis. 3.4 Participate in risk assessments and suggest appropriate ways of controlling risk. 3.5 Raise OHS issues and concerns with designated persons

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	according to organisation and legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents
- communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods.

The following knowledge must be assessed as part of this unit:

- individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace
- broad understanding of employer's responsibilities under relevant state or territory OHS legislation
- broad understanding of employee's responsibility to participate in OHS practices under relevant state or territory OHS legislation
- ramifications of failure to observe OHS policies and procedures and legislative requirements
- working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace
- major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace
- safe work practices relevant to individual job roles and responsibilities
- broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace
- familiarity with hazard identification and risk assessment tools and template documents.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- project or work activities that show the candidate's ability to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation in line with regulatory requirements
- knowledge and understanding of the implications of disregarding those procedures
- knowledge and understanding of the legal requirement to work according to health, safety and security procedures.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that show candidate's ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers
- use of current commercial policies and procedures and template documents used for the management of OHS practices.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to follow health, safety and security procedures. The following

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

examples are appropriate for this unit:

- direct observation of the candidate explaining workplace safety or emergency procedures to a colleague or customer
- direct observation during an integrated assessment of the candidate demonstrating safe work practices for particular job roles
- case studies and problem-solving exercises, role-plays and simulations for emergency situations
- role-plays to assess participation in consultation meetings
- activities, case studies and problem-solving exercises to assess participation in hazard identification and risk assessment
- written and oral questions or interview to test knowledge of legislation and individual requirements relating to workplace safety and security
- written and oral questioning or interview to test knowledge of appropriate protective equipment and clothing for particular jobs and situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example, SITXOHS002A Follow workplace hygiene procedures and any operative skills that would allow integration of safe work practices.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Health, safety and security

- emergency, fire and accident

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

procedures may involve:

- incident and accident reporting
- consultation
- hazard identification
- risk assessment
- risk control
- security, including:
  - documents
  - cash
  - equipment
  - people
  - key control systems.

Safe work practices may include:

- use of personal protective clothing and equipment
- safe posture and movements, including sitting, standing and bending
- using safe manual handling techniques for such things as lifting and transferring
- taking designated breaks
- rotating tasks
- using knives and equipment and handling hot surfaces
- taking account of the dangers associated with inert gases used in beverage dispensing systems
- using computers and electronic equipment
- safe handling of chemicals, poisons and dangerous materials
- using ergonomically sound furniture and workstations
- clearing any hazards from immediate work area
- paying attention to safety signage.

Issues and breaches of health, safety and security procedures may include:

- loss of keys
- strange or suspicious persons
- broken or malfunctioning equipment
- loss of property, goods or materials
- damaged property or fittings
- lack of suitable signage when required
- lack of training on health and safety issues.

Emergency situations may

- bomb threats

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:

- irrational customers
- accidents
- robberies or armed hold-ups
- fires
- floods
- earthquakes
- power failure.

Participation in OHS management practices may involve:

- active participation in OHS induction training and safe work practice training
- involvement in hazard identifications
- involvement in risk assessments
- involvement in suggesting methods for and making joint decisions on how to eliminate or control risks
- involvement in writing parts of OHS policies and procedures.

Consultation processes may involve:

- OHS discussions with all employees during the course of each business day
- a diary, whiteboard or suggestion box used by staff to report issues of concern
- regular staff meetings that involve OHS discussions
- special staff meetings or workshops to specifically address OHS issues
- surveys or questionnaires that invite feedback on OHS issues
- informal meetings with notes
- formal meetings with agendas, minutes and action plans
- discussions with and reports to formal OHS representatives and committee members.

Unit Sector(s)

Sector Cross Sector - Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS002A Follow workplace hygiene procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non-contamination of food and other items that might put customers, colleagues and self at a health risk.

This unit is one of three hierarchical units describing varying levels of participation in food safety processes:

- SITXOHS002A Follow workplace hygiene procedures
- SITXFSA001A Implement food safety procedures
- SITXFSA002A Develop and implement a food safety program.

Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. A large component of that standard deals with the health and hygiene of food handlers. This unit of competency complies with the legislative requirements for food safety and hygiene practices as outlined in the Code.

The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differs between state and territory governments.

In some cases food handlers, especially designated food safety supervisors, may be required to formally achieve competence in hygiene practices through a registered training organisation that may use this unit as the basis for their training.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the Unit

Application of the unit

Personal hygiene practices underpin a range of service industry activities. They are particularly important within a food safety regime, but can also apply to housekeeping activities and anywhere where poor hygiene could provide a contamination risk. Poor hygiene practices can risk the health of customers, colleagues and self.

For the purposes of food safety, this unit only has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed and served. It will apply to any venue that operates a permanent or temporary kitchen or smaller food preparation area, such as restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.

Other industries will need to access industry-specific food safety units of competency.

This unit applies to frontline operational personnel who work under close supervision and guidance from others during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within the service industries, such as kitchen hands, cooks, chefs, catering staff, food and beverage attendants, housekeeping and, laundry staff, sandwich hands, cafe and fast food outlet cooking crew and sales people and owner-operators of small business catering operations or retail food outlets.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

© Commonwealth of Australia, 2025

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Follow hygiene procedures and identify hygiene hazards.	1.1 Access and follow ***hygiene procedures and policies*** correctly and consistently according to organisation and legal requirements to ensure health and safety of customers and colleagues. 1.2 Identify and report ***poor organisation practices*** that are inconsistent with hygiene procedures. 1.3 Identify ***hygiene hazards*** that may affect the health and safety of customers, colleagues and self. 1.4 Take action to remove or minimise the hazards within scope of individual responsibility and according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	organisation and legal requirements.
	1.5 Promptly report hygiene hazards to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility.
2 Report any personal health issues.	2.1 Report any personal ***health issues*** that are likely to cause a hygiene risk.
	2.2 Report incidents of food contamination that have resulted from the personal health issue.
	2.3 Do not participate in food handling activities where there is a risk of food contamination as a result of the health issue.
3 Prevent food and ***other item*** contamination.	3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings to prevent contamination to food.
	3.2 Ensure that no clothing or ***other items worn*** contaminate food.
	3.3 Prevent unnecessary direct contact with ready to eat food.
	3.4 Do not allow food to become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation surfaces.
	3.5 Maintain the use of clean materials and clothes and safe and hygienic practices to ensure that no ***cross-contamination of other items in the workplace occurs***.
4 Prevent cross-contamination by washing hands.	4.1 ***Wash hands at appropriate times*** and follow hand washing procedures correctly and consistently according to organisation and legal requirements.
	4.2 Wash hands using ***appropriate facilities***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to verbally report hygiene hazards and poor organisation practice
- literacy skills to read and interpret relevant organisation policies, procedures and diagrams that identify good hygiene practices.

The following knowledge must be assessed as part of this unit:

- very basic understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations
- working knowledge of organisation personal hygiene policies and procedures
- ramifications of failure to observe hygiene policies and procedures
- broad understanding of the general hazards in handling food, linen, laundry and garbage, including major causes of contamination and cross-infection
- sources and effects of microbiological contamination of food and other items that would require protection in the industry sector and business
- basic understanding of the choice and application of cleaning and sanitising equipment and materials.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to access and interpret hygiene procedures and consistently apply these during day-to-day activities • understanding of the importance of following hygiene procedures and of the potential implications of disregarding those procedures • project or work activities that show the candidate's ability to apply good hygiene practices on multiple

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures.

Context of and specific resources for assessment

Assessment must ensure:

- access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications, codes and standards outlining food safety requirements
- access to hygiene policies and procedures
- project or work activities that show candidates' ability to apply good hygiene practices within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes
- use of real products, materials and equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out work tasks that involve following hygiene procedures
- oral and written questions about hygiene principles and practices, policies and procedures
- oral or written questions to assess knowledge of food hygiene legislative requirements
- case studies to assess ability to react to a range of incidents where hygiene hazards exist
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS005A Prepare rooms for guests
- SITHACS007A Launder linen and guest clothes
- SITXFSA001A Implement food safety procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Hygiene procedures may relate to:

- personal hygiene
- safe and hygienic handling of food and beverages
- regular hand washing
- correct food storage
- suitable dress and personal protective equipment and clothing
- avoidance of cross-contamination
- hygienic cleaning practices to avoid cross-contamination
- use of cleaning equipment, clothes and materials to avoid cross-contamination
- safe handling and disposal of linen and laundry
- appropriate handling and disposal of garbage
- cleaning and sanitising
- procedures documented in the organisation food safety program
- procedures covered by staff training programs
- procedures required by the national food safety code.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Poor organisation practices may include:

- poor personal hygiene practices
- poor food handling practices that may result in the contamination of food
- poor cleaning practices that may result in cross-contamination of food and other items
- practices inconsistent with the organisation's food safety program
- outdated practices not in keeping with current organisation activities.

Hygiene hazards may include:

- contaminated food
- vermin
- airborne dust
- items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
- dirty equipment and utensils
- contaminated garbage
- use of practices not in keeping with current organisation activities
- colleagues without appropriate training or understanding of good hygiene practices, policies and procedures
- equipment not working correctly, such as fridge and temperature probes.

Health issues may relate to:

- food-borne diseases
- airborne diseases
- infectious diseases.

Other items worn may include:

- hair accessories
- jewellery
- watches
- bandages.

Cross-contamination of other items in the workplace may involve:

- infected linen
- items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- dirty equipment and utensils
- spreading bacteria from bathroom or bedroom areas to kitchen areas in an accommodation facility.

Washing hands at appropriate times might include:

- immediately before working with food
- immediately after handling raw food
- before commencing or recommencing work with food
- immediately after using the toilet
- immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound.

Appropriate facilities for hand washing may include:

- warm running water
- soap
- single use towels
- designated hand washing sink.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS003B Identify hazards, and assess and control safety risks

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to identify hazards, assess the associated safety risks and take measures to eliminate or control and minimise the risk. It focuses on the processes necessary to control specific workplace safety risks. This risk management approach is central to compliance with OHS legislation, which imposes obligations on businesses (whether small, medium or large) in all Australian states and territories to manage the safety of their workers and anyone else in the workplace. In the service industries, the workplace includes any location where the business operates and 'others' includes customers.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

Other units describe varying levels of participation in OHS risk management practices:

- SITXOHS001B Follow health, safety and security procedures
- SITXOHS004B Implement and monitor workplace health, safety and security practices
- SITXOHS005A Establish and maintain an OHS system.

Application of the Unit

Application of the unit

This unit describes a fundamental workplace OHS risk management skill for those working in the service industries and applies to the full range of industry sectors and environments.

Under OHS law, staff members at all levels are required to participate in the identification, assessment and control of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

hazards but the degree of participation may vary. This unit reflects the active participation of frontline operational personnel who work with some level of autonomy or under limited supervision and guidance from others. They are actively involved in contributing to or making decisions on how best to control hazards. However, the unit could apply to personnel working at any level, including unsupervised staff members with significant responsibility in the workplace, owner-operators, supervisors and managers.

Risk assessments are commonly conducted as a team effort and a person achieving competence in this unit could either actively participate in group assessments or take a lead role in coordinating a group approach.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify hazards.	1.1 Access and use ***hazard identification tools and template documents*** according to organisation procedures. 1.2 Use ***appropriate methods to identify actual or foreseeable hazards*** that have the potential to harm the health and safety of workers or ***anyone else in the workplace***. 1.3 Involve other personnel where appropriate in hazard identification process. 1.4 Keep records of ***hazards*** identified according to organisation procedures.
2 Assess the safety risk associated with a hazard.	2.1 Access and use risk assessment tools and template documents according to organisation procedures. 2.2 Consult with a range of personnel within the organisation to achieve broad input into risk assessment process. 2.3 Participate with or involve ***other personnel where appropriate in the risk assessment process according to consultation requirements*** of OHS legislation. 2.4 Collect sufficient evidence of the type and level of risk that the identified hazard poses. 2.5 Use a systematic and ***four-staged hierarchical process*** model to conduct a risk assessment. 2.6 Document the outcome of the risk assessment and proposed actions. 2.7 Keep records of risk assessments according to organisation procedures.
3 Eliminate or control the risk.	3.1 Consult with a range of personnel within the organisation to achieve broad input into risk control process. 3.2 Implement control measures according to individual level of responsibility or refer to appropriate personnel for permission or further action.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Where possible eliminate the risk and if not practical take actions to control the risk using a ***five-step hierarchical approach***.
4 Review the risk assessment process.	4.1 Identify inadequacies in hazard identification and risk assessment processes and resolve or report them to the appropriate person.
	4.2 Document any changes to the process and implement new processes for future risk management activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to access appropriate hazard identification and risk assessment templates
- high-level communication skills to communicate and consult with colleagues on issues of hazard identification and assessment of risks associated with those hazards
- literacy skills to read and interpret:
  - complex materials describing regulatory requirements that relate to OHS management
  - organisational policies and procedures and template documents.
- literacy skills to write hazard identification and risk assessment documents
- critical thinking skills to allow for rational and logical evaluation of hazards and associated risks, and to apply or suggest effective controls while incorporating the views of other people consulted in the workplace.

The following knowledge must be assessed as part of this unit:

- broad and working knowledge of relevant state or territory OHS legislation, specifically requirements for:
  - when, where and how hazards must be identified
  - when, where and how risk assessments must be conducted
  - incorporation of appropriate consultation in the hazard identification and risk assessment process
  - record keeping.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- OHS consultative mechanisms commonly used by organisations
- role of OHS committees or OHS representatives as mechanisms for consultation
- context of risk assessments within an overall OHS management system
- key elements of OHS risk assessments
- format and use of appropriate hazard identification and risk assessment templates
- range of methods for identifying hazards in the workplace
- common methods applied to the assessment of safety risks, such as the four-staged process model recommended and published by state and territory OHS authorities
- common methods applied to controlling risks, such as the five-stepped hierarchical process model recommended and published by state and territory OHS authorities
- OHS record-keeping procedures
- specific organisational policy and procedures for OHS management.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- project or work activities that show the candidate's ability to identify workplace hazards, and assess and control safety risks for a given service industry operation in line with regulatory requirements
- ability to access and use appropriate template documents for hazard identification and risk assessment
- ability to apply appropriate methods for hazard identification, and risk assessment and control
- knowledge and understanding of the consultative approach to hazard identification, assessment of associated safety risks and implementation of controls
- knowledge of OHS legislation requirements for hazard identification, and risk assessment and control
- ability to implement and monitor OHS management practices within the context of an established system where policies and procedures already exist
- knowledge of specific and relevant OHS legislative

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

requirements
- demonstration of skills in conducting risk assessments for different hazard scenarios.

Context of and specific resources for assessment

Assessment must ensure:

- access to an operation for which hazard identification and risk assessment can be undertaken or access to comprehensive and sufficient information about that operation to allow the candidate to conduct hazard identification and risk assessment activities
- use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups
- use of OHS information, such as manuals issued by industry associations or commercial publishers
- access to current organisation policies and procedures, and hazard identification and risk assessment template documents
- involvement of a team operating in a specified workplace so that consultative actions can be implemented.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to identify hazards, and assess and control safety risks. The following examples are appropriate for this unit:

- direct observation of the candidate consulting with appropriate colleagues about hazard identification, and risk assessment and control
- direct observation of the candidate conducting a hazard identification and risk assessment process
- evaluation of hazard identification and risk assessment reports prepared by the candidate detailing how safety issues were addressed for a given project or work activity
- evaluation of projects conducted by the candidate to address safety issues in a given workplace
- case studies and problem-solving exercises to assess safety responses to different workplace hazards
- written and oral questions or interviews to test knowledge of legislation and requirements relating to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	hazard identification and risk assessment • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SITXOHS004B Implement and monitor workplace health, safety and security practices.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Hazard identification tools and risk assessment tools and template documents may include:	• self-designed tools developed for the organisation as part of an OHS management system
	• tools and templates developed:
	  • by external consultancy services
	  • by industry associations for use by member businesses
	  • for public use and found within business management publications, including those developed by OHS regulatory authorities
	• self-designed tools.

Appropriate methods to identify actual or foreseeable hazards include:	• conduct of site safety audits • completion of a safety checklist • inspections of the workplace • observation of daily activities • investigation of accidents and incidents • review of injury or illness registers • environmental monitoring of the workplace • investigation of staff complaints or reports of safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	concerns • review of staff feedback via consultative processes, such as meetings, surveys or suggestion box submissions.
Anyone else in the workplace may include:	• customers • visiting supplier representatives • contractors.

The workplace may include:	• operational offices of the business
	• retail outlet of any sort
	• warehouse
	• sport or recreation facility
	• performance venue
	• field location of the business where services are delivered to customers
	• any place where the organisation normally conducts its business activities, for example:
	  • in a tourism business this could be any destination to which customers are taken on tour
	  • for an event it could be any location where the event happens.

Hazard may include:	• beverage dispensing systems using inert gases
	• physical environment, for example:
	  • working space of workers
	  • lighting
	  • hot and cold environments
	  • climate, weather or exposure, such as insufficient shade and protection from rain, sun or wind
	  • exposure to flood, fire and storm
	  • prevailing noise levels
	  • electrical items
	  • flooring
	  • equipment designed to assist with or replace manual handling
	  • pests
	  • crowds

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- wild animals and local wildlife
- customers' abilities to fully engage in all activities, e.g. health issues
- hazards associated with activities to be undertaken

- plant, for example:
  - machinery
  - tools
  - appliances
  - equipment
- working practices, for example:
  - opening and closing procedures
  - security procedures
  - any standard operating procedures for work-related tasks
  - inappropriate rostering and shift allocation
  - length of time spent at certain task and allocation of breaks
- security issues, for example:
  - theft and robbery
  - irrational or angry, drunk or drug-affected customers
  - bomb scares.

Other personnel who jointly participate in consultation, ***hazard identification***, ***and risk assessment and control*** may include:

- staff under supervision
- peers and colleagues
- supervisors
- managers
- contractors
- OHS representatives
- OHS committee members.

Four-staged hierarchical process model must include:

- identifying the injury or illness consequences that could result from the hazard
- determining the exposure to the hazard
- estimating the probability that an incident or injury will occur
- determining an overall risk level for the identified hazard.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Five-step hierarchical approach must include:	• substituting a system of work or equipment with something safer • isolating the hazard • introducing engineering controls • using personal protective equipment • implementing combined control methods to minimise risk.

Unit Sector(s)

Sector Cross Sector

Competency field

Competency field Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS004B Implement and monitor workplace health, safety and security practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to implement predetermined OHS policies and procedures and to monitor OHS practices as a supervisory function.

A systematic management approach is central to compliance with OHS legislation which, in all Australian states and territories, imposes obligations on all businesses whether small, medium or large, to manage the safety of their workers and anyone else in the workplace. This unit involves the implementation and monitoring of those predetermined OHS practices designed, at management level, to ensure a safe workplace.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:

- SITXOHS001B Follow health, safety and security procedures
- SITXOHS004B Implement and monitor workplace health, safety and security practices
- SITXOHS005A Establish and maintain an OHS system.

The processes necessary to control specific workplace safety risks are covered in SITXOHS003B Identify hazards, and assess and control safety risks.

Application of the Unit

Application of the unit

This unit describes a fundamental systems implementation skill for those working within the service industries and applies to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

full range of industry sectors and environments.

Under OHS law, all organisations are responsible for providing and maintaining a safe workplace. Whether micro, small, medium or large, they must ensure the health, safety and welfare at work of all employees and the safety of people, other than their workers, who may be present at the workplace. In the service industries, the workplace would include any location where the business operates and 'others' would include customers.

In large organisations, the responsibility for implementing and monitoring OHS practices might be undertaken by a specialist OHS practitioner. In the service industries, the majority of businesses are small to medium and OHS implementation is undertaken by supervisors, operational managers and owner-operators who fulfil a range of diverse business management duties. This unit applies equally to both specialist and generalist personnel.

Those who operate with a considerable level of autonomy or under limited guidance from others would be responsible for implementing and monitoring OHS practices. They would be the contact person for operational staff who would refer any OHS discrepancies.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide information on health, safety and security.	1.1 Accurately and clearly explain to personnel relevant ***OHS information***, including organisation-specific policies and procedures. 1.2 Make all current and updated OHS information readily accessible to staff in a timely and regular manner, according to organisational procedures.
2 Monitor safe work practices.	2.1 Monitor adherence to organisational ***OHS procedures*** and OHS signage. 2.2 Monitor ongoing compliance with safe work practices. 2.3 Take prompt and appropriate action to address non-compliance with procedures, ***safe work practices*** and non-adherence to signage. 2.4 Monitor the effectiveness of work practices in maintaining the health, safety and security of personnel through close contact with day-to-day operations.
3 Coordinate consultative arrangements for the management of health, safety and security issues.	3.1 Coordinate any scheduled consultation sessions and the operation of any and all ***consultative processes***. 3.2 Provide the opportunity for staff members to contribute their views on current and future OHS management practices, including views on how to eliminate or control risks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3 Action, resolve or refer issues raised through OHS consultation to the appropriate person.
	3.4 Provide timely staff and own feedback on OHS management practices to the designated person according to organisation procedures.
4 Implement and monitor procedures for identifying hazards, and assessing and controlling risks.	4.1 Coordinate any scheduled hazard identification activities ensuring hazards are identified at ***times designated by legislation***.
	4.2 Identify any ***hazards*** on an ongoing basis through close contact with day-to-day operations in the workplace and react to reports of hazards by others workers.
	4.3 Coordinate the conduct of risk assessments and, participate by taking a lead role in assessing risks associated with identified hazards according to consultative requirements of OHS legislation.
	4.4 Implement any risk control methods according to organisation's policies and procedures or refer to appropriate person if control is outside scope of responsibility.
	4.5 Monitor the effectiveness of control measures, promptly identify any inadequacies and resolve or report them to the appropriate person.
5 Implement and monitor health, safety and security training.	5.1 Identify ***OHS training needs*** accurately based on regular workplace monitoring.
	5.2 Make timely arrangements for fulfilling training needs in consultation with appropriate management and according to organisation policies and procedures.
	5.3 Monitor effectiveness of training in the workplace and make adjustments as required.
6 Maintain OHS records and reports.	6.1 Complete ***OHS records and reports*** accurately and legibly and store according to organisation and legal requirements.
	6.2 Use data and reports to provide reliable and timely input to the management of workplace health, safety and security.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level communication skills to communicate with colleagues on issues of OHS responsibility and discipline non-compliance, to conduct OHS consultation activities, and to provide all OHS procedural information and information on safe work practices
- high-level literacy skills to read and interpret sometimes complex materials describing regulatory requirements that relate to OHS management and to read and interpret organisational policies and procedures
- writing skills to develop reports and complete OHS records
- critical thinking skills to allow for a rational and logical evaluation of the effectiveness of OHS management practices and to incorporate the views of other people consulted in the workplace.

The following knowledge must be assessed as part of this unit:

- in-depth knowledge of the contents of the organisation's OHS policies, procedures and reporting processes
- in-depth knowledge of employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace
- in-depth knowledge of employer's responsibilities under relevant state or territory OHS legislation, especially:
    - requirement to consult and acceptable consultation mechanisms

requirements for the use of OHS representatives and committees, and their roles and responsibilities

    - requirements for hazard identification, risk assessment, risk control and acceptable mechanisms
    - requirements for record keeping and acceptable record keeping mechanisms

provision of information and training

- issue resolution
- in-depth knowledge of employee's responsibility to participate in OHS practices and consultation under relevant state or territory OHS legislation
- ramifications of failure to observe OHS policies and procedures and legislative requirements
- in-depth knowledge of the particular consultation, hazard identification and risk

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

assessment methods used in the particular workplace.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show the candidate's ability to implement and monitor OHS management practices within the context of an established system where policies and procedures already exist for a given service industry operation and in line with regulatory requirements • knowledge of specific and relevant OHS legislative requirements • project or work activities conducted over a commercially realistic period of time so that the implementation, monitoring and reporting aspects of this unit can be assessed.
Context of and specific resources for assessment	Assessment must ensure: • that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in implementing and monitoring an OHS system • access to an operation for which OHS management practices would be monitored, or access to comprehensive and sufficient information about that operation to allow the candidate to fully implement and monitor OHS management practices • use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups • use of OHS information, such as manuals issued by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

industry associations or commercial publishers
- access to current organisation policies and procedures, and hazard identification and risk assessment template documents
- involvement of a team operating in a specified workplace for which the candidate coordinates OHS management practices.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to implement and monitor workplace health and safety practices. The following examples are appropriate for this unit:

- evaluation of action plans prepared by the candidate to coordinate consultative processes, hazard identification and risk assessment activity
- direct observation of the candidate providing OHS information and conducting OHS consultation sessions
- evaluation of a range of OHS records completed by the candidate
- evaluation of monitoring reports prepared by the candidate detailing the effectiveness of OHS management practices and recommendations for change
- case studies and problem-solving exercises on staff non-compliance with procedures and safe work practices
- evaluation of project or work activities conducted in conjunction with an industry operator to allow the candidate to monitor and report on OHS practices for a particular workplace
- written and oral questions or interview to test knowledge of the legislative requirements, the contents of policies and procedures and roles and responsibilities of various staff members in OHS management practices
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXOHS005A Establish and maintain an OHS system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- SITXMGT001A Monitor work operations
- SITXMGT002A Develop and implement operational plans
- SITXADM004A Plan and manage meetings.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

OHS information may include information on:

- organisation's overall OHS policy
- any OHS policy and procedure but especially hazard identification
- roles and responsibilities of employers and employees in OHS management practices
- legal obligations and ramifications of failure to comply
- consultative arrangements for OHS
- use of hazard identification reporting documents
- use of risk assessment template documents
- specific existing control measures relevant to the workplace
- specific regulations and codes of practice
- OHS training information and updates
- location of first aid kit and emergency evacuation plan.

OHS procedures may involve:

- emergency, fire and accident
- incident or accident reporting
- consultation
- hazard identification
- risk assessment and control
- security including:
  - documents
  - cash

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- equipment
- people
- key control systems.

Safe work practices may include:

- use of personal protective clothing and equipment
- safe posture including sitting, standing and bending
- using safe manual handling, including lifting and transferring
- taking designated breaks
- rotating tasks
- using knives and equipment, handling hot surfaces
- taking account of the dangers associated with inert gases used in beverage dispensing systems
- using computers and electronic equipment
- safe handling of chemicals, poisons and dangerous materials
- using ergonomically sound furniture and workstations
- clearing any hazards from immediate work area
- paying attention to safety signage.

Consultative processes may involve:

- consultation with employees during the course of each business day
- a diary, whiteboard or suggestion box used by staff to report any issue of concern
- recording issues in a management diary
- regular staff meetings that involve OHS discussions
- special staff meetings or workshops to specifically address OHS issues
- staff handbook which includes OHS information
- surveys or questionnaires that invite feedback on OHS issues
- informal meetings with notes
- fact sheets to fully inform personnel about OHS rights and responsibilities
- formal meetings with agendas, minutes and action plans
- formal OHS representatives and committees
- involvement of personnel in writing parts of OHS policies and procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Times designated by legislation for systematic hazard identification may include:

- when changes to the workplace are implemented, for example:

before the premises are used for the first time

before and during the installation or alteration of any plant

before changes to work practices are introduced

when any new information relating to health and safety risk becomes available.

Hazards may include:

- physical environment, for example:
  - working space of any workers
  - lighting
  - hot and cold environments
  - exposure to elements of weather, such as sun, wind and rain
  - prevailing noise levels
  - electrical items
  - flooring
  - equipment designed to assist with or replace manual handling
  - pests
  - crowds
- plant, for example:
  - machinery
  - tools
  - appliances
  - equipment
- working practices, for example:
  - opening and closing procedures
  - security procedures
  - any standard operating procedures for work-related tasks
  - rostering of staff and shift allocation
  - length of time spent at certain task and allocation of breaks
- security issues, for example:
  - theft and robbery
  - irrational or angry customers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- bomb scares.

OHS training needs may include:

- OHS policy and procedure induction training
- coaching or mentoring in safe work practices
- formal training programs in safe work practices
- provision of information, fact sheets and signage to ensure safe work practices
- OHS representative or committee training
- hazard identification and risk assessment and control training.

OHS records and reports may include documentation of:

- training action plans
- training undertaken
- consultation records, such as:
- hazard identification records
- risk assessments
- risk control actions
- incident or accident, near miss reports and related statistics
- incident and accident notifications to OHS regulatory authorities
- monitoring reports and recommendations for change, including effectiveness of:
  - diaries of meetings
  - agendas for and minutes of meetings
  - committee members
  - consultation decisions and follow-up actions
  - risk controls
  - safe work practices
  - consultation processes
  - OHS information provided to personnel.

Unit Sector(s)

Sector Cross Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXOHS005A Establish and maintain an OHS system

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop, implement and sustain effective, professional and contemporary OHS management practices. It focuses on the establishment and review of systems, policies and procedures designed to ensure a safe workplace.

A systematic management approach is central to compliance with OHS legislation which, in all Australian States and Territories, imposes obligations on businesses whether small, medium or large to manage the safety of their workers and anyone else in the workplace.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:

- SITXOHS001B Follow health, safety and security procedures
- SITXOHS004B Implement and monitor workplace health, safety and security practices
- SITXOHS005A Establish and maintain an OHS system.

The processes necessary to control specific workplace safety risks are covered in:

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

Application of the Unit

Application of the unit

This unit describes a complex business management skill for those working within the service industries and applies to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

full range of industry sectors and environments.

Under OHS law, all organisations are responsible for providing and maintaining a safe workplace. Whether micro, small, medium or large, they must ensure the health, safety and welfare at work of all employees and the safety of people, other than their workers, who may be present in the workplace. In the service industries, the workplace would include any location where the business operates and 'others' would include customers. In large organisations, the responsibility for establishing and maintaining the OHS system might be undertaken by a specialist OHS practitioner. In the service industries, the majority of businesses are small to medium and OHS management is undertaken by managers who fulfil a range of diverse business management duties.

This unit applies equally to both specialist and generalist personnel. It applies to senior personnel who operate autonomously, have responsibility for others and are responsible for making strategic decisions regarding establishing and reviewing OHS management practices in the organisation. This would include senior managers and owner-operators.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and maintain a framework for health, safety and security.	1.1 Access and interpret key legislative documents to ensure that OHS systems comply with regulatory requirements, standards and codes.
	1.2 Design an ***OHS management system*** to suit the characteristics and needs of the organisation, in consultation with appropriate personnel.
	1.3 Identify and provide adequate financial, human and specialist external resources to address OHS management practices.
	1.4 Develop and clearly articulate ***OHS policies and procedures*** in a format readily accessible to all personnel.
	1.5 Define and allocate health, safety and security responsibilities clearly, including relevant information in job descriptions and duty statements.
	1.6 Consult with key personnel, and determine, develop and implement a plan for all ***OHS training requirements***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.7 Establish and monitor a system for keeping ***OHS records***.
	1.8 Establish and maintain systems to ensure communication of information to personnel, including information on policies, procedures and their roles and responsibilities in OHS management practices.
2 Establish and maintain consultative arrangements for the management of health, safety and security.	2.1 Establish and maintain appropriate ***consultative processes*** to suit the characteristics and needs of the organisation.
	2.2 Plan for and ensure that ***consultation is conducted at times designated and required by legislation***.
	2.3 Resolve issues raised through consultation and participation promptly and effectively.
	2.4 Provide information about the outcomes of consultation and participation in a manner accessible to employees.
3 Establish and maintain practices for identifying hazards, and assessing and controlling risks.	3.1 Develop or access a ***hazard identification and risk assessment tool or template document*** that incorporates ***assessment criteria*** for assessing risks and consequences.
	3.2 Plan for and ensure that ***hazards are identified at times designated and required by legislation***.
	3.3 Develop procedures for the ongoing identification of hazards, especially ***types of hazards designated by legislation***.
	3.4 Develop procedures for the assessment of risks associated with identified hazards.
	3.5 Develop procedures for the control of risks and the ongoing monitoring of controls.
	3.6 Nominate the roles and responsibilities of personnel for hazard identification, risk assessment and risk control within procedures.
	3.7 Take a lead role in assessing and controlling risks, including implementing interim or emergency solutions according to consultative requirements of OHS legislation.
	3.8 Manage the response to any incident or accident and follow legislative requirements for notifying and cooperating with OHS regulatory authorities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
4 Evaluate the organisation's health, safety and security system.	4.1 Assess ongoing compliance with OHS legislation and regulatory requirements, standards and codes to ensure that OHS legal requirements are maintained. 4.2 Consult with a range of personnel to elicit feedback on OHS policies, procedures and practices. 4.3 Assess the effectiveness of OHS management practices, including a review of any incidents or accidents, near misses, OHS reports and statistics held by the organisation. 4.4 Develop, implement, document and communicate improvements and changes to the OHS system.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- high-level literacy skills to:
  - read and interpret complex materials describing regulatory requirements that relate to OHS management
  - develop and write comprehensive OHS systems inclusive of detailed yet easily accessible policies, procedures and template documents
- high-level communication skills to consult with different personnel
- critical thinking skills to allow for a rational and logical evaluation of the characteristics and needs of the organisation in order to design a tailored OHS system, and to evaluate and review it.

The following knowledge must be assessed as part of this unit:

- in-depth and comprehensive knowledge of relevant state or territory OHS legislation as it affects specific workplace operations
- in-depth knowledge of associated OHS codes of practice and standards
- components of policies and procedures
- alternative presentation formats for special needs groups
- consultative and communication mechanisms used by organisations to develop and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

implement procedural systems
- main types of safety hazards that may be found in the industry sector or organisation
- acceptable control methods for identified hazards
- the way systems and procedures on health, safety and security issues link with other management systems
- other legal issues that impact on health and safety, in particular industry contexts such as responsible service of alcohol, responsible conduct of gambling, public liability and duty of care to customers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show the candidate's ability to establish, implement, evaluate and make ongoing improvements to a complete OHS system for a given service industry operation and in line with regulatory requirements • development of comprehensive OHS system documents inclusive of policies, procedures, hazard identification and risk assessment documents • knowledge of specific relevant OHS legislative requirements • project or work activities conducted over a commercially realistic period of time so that the implementation and evaluation aspects of this unit can be assessed, i.e. an OHS system can be established, evaluated and reviewed.
Context of and specific resources for assessment	Assessment must ensure: • that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

developing an OHS system
- access to an operation for which an OHS system would be developed or access to comprehensive and sufficient information about that operation to allow the candidate to fully develop a tailored OHS system
- use of the appropriate state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups
- use of OHS information, such as manuals issued by industry associations or commercial publishers
- access to current organisation policies and procedures, and hazard identification and risk assessment template documents
- involvement of a team operating in a specified workplace for which the candidate establishes OHS management practices.

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to establish and maintain an OHS system. The following examples are appropriate for this unit:

- evaluation of a portfolio which incorporates an entire written OHS system for an organisation, including policies, procedures, hazard identification and risk assessment template documents, information fact sheets for workers, job descriptions incorporating OHS roles, training plans and a communication strategy
- evaluation of reports prepared by the candidate detailing how OHS policies, systems and procedures were established for a given project or work activity
- evaluation of project or work activities conducted in conjunction with an industry operator to allow the candidate to develop systems for a particular workplace
- evaluation of the implementation and review processes through interviews with key stakeholders or review of reports
-
- case studies and problem-solving exercises to establish systems, policies and procedures for different workplace sizes and types
- written and oral questioning or interview to test knowledge of the legislative requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXADM003A Write business documents
- SITXGLC001A Develop and update legal knowledge required for business compliance.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

OHS management system must include:

- safe premises, including the provision of entrances and exits that are safe
- safe machinery, equipment and materials
- safe systems of work
- safe working environment
- information, instructions, training and supervision that ensure employees' health and safety
- adequate facilities for the welfare of employees
- appropriate management of incidents or accidents and notification to OHS regulatory authorities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

OHS policies and procedures may cover:

- organisation's overall approach to OHS
- consultation
- incident and accident management and notification to OHS regulatory authorities
- participation of personnel in OHS management practices
- hazard identification
- risk assessment
- risk control
- ongoing monitoring of risks
- responsibilities of employees to ensure safety
- particular safe work practices in regard to:
  - handling of hazardous substances
  - manual handling
  - wearing or using protective equipment
- retail supply of hazardous substances
- security issues
- emergency evacuation and responses.

OHS training requirements may include:

- OHS policy and procedures
- induction training
- coaching or mentoring in safe work practices
- formal training programs in safe work practices
- provision of information, fact sheets and signage to ensure safe work practices
- OHS representative or committee training
- hazard identification, and risk assessment and control training.

OHS records may include documentation of:

- policies and procedures
- training plans and training undertaken
- consultation records, such as:
  - diaries of meetings
  - agendas for and minutes of meetings
  - committee members
  - consultation decisions and follow-up actions
- hazard identification records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- risk assessments
- risk control actions
- incident, accident and near miss reports and related statistics
- incident or accident notifications to OHS regulatory authorities.

Consultative processes may involve:

- consultation with all employees during the course of each business day
- diary, whiteboard or suggestion box used by staff to report concerns
- recording of concerns in a management diary
- regular staff meetings that involve OHS discussions
- special staff meetings or workshops to specifically address OHS issues
- staff handbook with OHS information
- survey or questionnaire that invites feedback on OHS issues
- informal meetings with notes
- fact sheets to fully inform personnel about OHS rights and responsibilities
- formal meetings with agendas, minutes and action plans
- formal OHS representatives
- formal OHS committees
- participation in OHS management practices, such as involving personnel in:
  - conducting hazard identification and risk assessment
  - making decisions on how to eliminate or control risks
  - writing parts of OHS policies and procedures.

Times designated and required by legislation for consultation will vary but may include when the organisation:

- makes initial and ongoing decisions on how best to consult with personnel
- is proposing to make changes to the premises, equipment, materials and systems of work that might affect the health and safety of personnel
- conducts hazard identification and risk assessment or reviews hazard identification and risk assessment practices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- makes decisions about actions to eliminate or control risks
- introduces or alters procedures for monitoring workplace risks
- introduces or alters facilities for the welfare of personnel.

Hazard identification and risk assessment tool or template document may include:

- self-designed tools developed for the organisation as part of an OHS management system
- tools and templates developed:
  - by external consultancy services
  - by industry associations for use of member businesses
  - for public use by and found within business management publications, including those developed by OHS regulatory authorities.

Assessment criteria may include:

- criteria developed by external consultancy services
- criteria outlined in Australian standards
- criteria suggested by industry associations for use by member businesses
- self-determined criteria for the organisation as part of an OHS management system.

Times designated by legislation for systematic hazard identification may include:

- when changes to the workplace are implemented, including:
  - before the premises are used for the first time
  - before and during the installation or alteration of any plant
  - before changes to work practices are introduced
  - when new information relating to health and safety risk becomes available.

Types of hazards designated by legislation may include:

- physical environment, for example:
  - working space of any workers
  - lighting
  - hot and cold environments
  - prevailing noise levels

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- electrical items
- flooring
- equipment designed to assist with or replace manual handling

- plant, for example:
  - machinery
  - tools
  - appliances
  - equipment
- working practices, for example:
  - opening and closing procedures and security procedures
  - any standard operating procedures for work-related tasks
  - rostering of staff and shift allocation
  - length of time spent at certain tasks and allocation of breaks.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Occupational Health and Safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXQUA001A Contribute to workplace improvements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to generate and propose ideas for improvements to workplace practices, services or products. It requires the ability to identify areas for improvement, generate appropriate ideas or solutions, and discuss and review their appropriateness.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a fundamental skill necessary to participate in making improvements to work practices, services or products within the service industries and applies to the full range of industry sectors and environments.

All personnel at all levels could apply this skill, but it does describe a basic operational function of minimal complexity.

The unit applies to frontline operational personnel who operate under close supervision and guidance from others during the normal course of their daily activities. They would apply little discretion and judgement because they operate within the predefined organisational procedures for their individual participation in work practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify areas for improvement to work practices, services or products.	1.1 Clearly identify own role in work practices and role of others. 1.2 Identify opportunities for improvements to work practices, services or products. 1.3 ***Check and clarify*** areas where improvements could be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	made.
2 Generate ideas for improvement.	2.1 ***Generate a range of ideas*** or solutions. 2.2 Gather information relevant to ideas. 2.3 Review ideas for relevance and practicality. 2.4 Further ***develop suitable ideas based on information collection and review***.
3 Discuss ideas with others.	3.1 Identify ***people who can contribute*** to the ideas for improvement to work practices, services or products. 3.2 Select appropriate ***communication methods*** for discussing ideas. 3.3 Share and discuss ideas, ***seek feedback and consider*** all opinions. 3.4 Review feedback, modify and further develop ideas in response to feedback.
4 Develop ideas for improvement.	4.1 ***Explore processes*** required to implement suggested improvements to work practices, services or products. 4.2 Present ideas for improvement to appropriate people.
5 Review process for proposing improvements.	5.1 ***Review process*** for developing, discussing and presenting ideas and identify how things could be done better.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use creative thinking techniques to generate a range of innovative ideas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- observation skills
- basic skills in analysing work practices, services, products and positive and negative feedback
- basic research skills, including:
  - identifying sources of required information
  - questioning and active listening skills to elicit information
  - note taking
  - sorting and processing information
- creative thinking techniques
- written and oral communication skills for conveying ideas clearly and concisely
- basic presentation skills
- literacy skills to interpret written information relating to work practices, services and products
- ability to experiment with ideas and modify them according to feedback
- ability to relate to colleagues from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities and to listen to ideas and opinions of others with an open mind.

The following knowledge must be assessed as part of this unit:

- work practices, services or products of the organisation
- organisational structure, own role and role of various personnel
- typical communication methods used within organisations
- typical evaluation and review procedures used within organisations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • project or work activities that show candidate's ability to observe work practices and analyse problems or areas where improvements could be implemented • knowledge of own role, role of others and services and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

products offered by the organisation
- ability to develop a range of ideas for workplace improvements or solutions to problems
- ability to consult with others, seek feedback, modify ideas and present suggested improvements.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that show candidates' ability to contribute to work improvements within operationally realistic service industry environments and within the context of the particular industry sector and business type in which they are working or seeking work
- access to and use of current information and data on work practices, services or products
- access to organisational policies and procedures that relate to work practices and the review and evaluation of organisational activities.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of written reports prepared by the candidate on problems with work practices, services or products, including suggestions for improvements and methods for implementing the suggestions
- direct observation of the candidate discussing ideas with others and seeking feedback
- direct observation of the candidate presenting ideas and implementation suggestions to a group meeting
- project activities and problem-solving exercises to allow the candidate to identify work practice inefficiencies and problems and to generate a range of ideas or solutions
- written and oral questioning to assess knowledge of the work practices, services or products of the organisation, organisational structure, role of various personnel and typical communication methods used within organisations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	candidate. • Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Checking and clarifying areas for improvement may involve:	• observing problems • observing inefficient work practices • observing non-compliance with policies and procedures • understanding current procedures and processes • asking questions to ensure full understanding of work practices, services or products.
Generating a range of ideas may involve:	• talking to colleagues or supervisors • considering how work practices are applied in other workplaces • using brainstorming techniques • visualising different ways of working • developing checklists and plans.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Developing suitable ideas may involve:	• thinking through all aspects of ideas • exploring processes, resources and time required to implement ideas.
People who can contribute may include:	• colleagues • supervisors • managers • friends and family who work outside the organisation • those who can challenge or support the ideas • those who can provide technical knowledge on the viability of the ideas • those who can fund or promote the implementation of the ideas.
Communication methods may include:	• face-to-face discussions • interviews • telephone discussions • email • written correspondence, such as memos, letters and reports • suggestion boxes and suggestion boards • surveys and questionnaires • newsletter contributions • formal and informal meetings.
Seeking and considering feedback may involve:	• actively listening • asking questions • clarifying understanding • accepting the opinions and ideas of others, especially those with cultural or special needs • taking into account technical and OHS considerations and restrictions.
Exploring processes for implementation of ideas may involve:	• identifying all steps required to implement ideas for improvement • seeking technical advice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• identifying physical and human resources required • identifying how long it would take to make changes.
Reviewing process may involve identifying:	• communication problems that were encountered • lack of access to appropriate information to develop ideas • problems with own ability to present ideas and influence others • aspects that worked well • solutions for generation and presentation of future ideas.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Quality and Innovation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SITXQUA002A Originate and develop a concept

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to originate and develop a concept to a stage where it becomes the basis of a creative and effective product, service or process. It requires the ability to respond to a brief or develop a self-initiated proposal, originate the concept, seek technical and creative input, adjust the proposal and create an operational specification for the implementation of the concept.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to the full range of industry sectors and environments within the service industries.

It may apply to designing a new entertainment concept, hospitality product, retail product or service, client package for a hotel or resort, style of cuisine for a restaurant or food outlet, type of recreational vehicle, quality control program, marketing campaign or convention package.

The unit applies to senior managerial, product or creative personnel who operate autonomously, may have responsibility for others and have a strategic planning and product development role.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret the brief or clarify need or opportunity.	1.1 Explore the brief, need or opportunity for innovation, investigate and clarify the context for the new ***product or service***.
	1.2 Clarify ***purpose***, desired outcome or end product, broad content, style, cost, intended audience or user and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	other relevant ***factors*** of the brief, need or opportunity.
	1.3 Specify the purpose, goals, constraints and requirements of the final product, service or process.
2 Develop a range of creative approaches.	2.1 Generate a range of different, innovative and creative approaches and concepts.
	2.2 Review different approaches or concepts for feasibility, innovation, creativity and acceptability to client or audience.
	2.3 Identify possible ***constraints*** and check the approaches or concepts against constraints to determine feasibility.
	2.4 Take into consideration social, ethical and environmental impacts of the approaches or concepts.
	2.5 Investigate effects and advantages of various combinations of activities, systems, processes, staff and materials for achieving a creative, innovative and appropriate outcome.
	2.6 Select concepts or approaches that achieve the required outcome in an innovative and feasible way and document draft proposals representing those approaches in an ***appropriate format***.
3 Seek opinions of colleagues and a range of creative technical experts and specialists.	3.1 Discuss proposals with ***colleagues and specialists***.
	3.2 Clarify creative and technical aspects of proposals and seek expert advice where required.
	3.3 Compare proposals with best practice examples of similar products, services or processes.
4 Adjust and refine proposal on the basis of advice received and evaluation.	4.1 Determine advantages and disadvantages of each approach or strategy based on ***established criteria***.
	4.2 Evaluate proposals and select the approach that will result in desired outcome.
5 Develop concept to an operational level.	5.1 Develop detailed specification for the product, service or process in terms of creativity, audience or user, budget and technical requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.2 Present detailed ***specification*** to relevant parties for approval, funding or endorsement.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to use creative techniques to generate a range of innovative ideas
- ability to communicate with a wide range of people
- research skills.

The following knowledge must be assessed as part of this unit:

- relevant specialist technical knowledge relating to issues for the specific work contexts within the particular service industry sector and business
- appropriate ways of documenting creative proposals
- past history of work in related areas
- social and environmental effects of possible approaches
- technical principles and knowledge appropriate to the area covered by the concept

communication principles.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in	Evidence of the following is essential: • project or work activities that show the candidate's ability to generate and evaluate original, creative and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

this unit

effective concepts that can be translated into concrete operational proposals

- ability to fully research, comprehend and analyse information on the full range of issues that relate to originating and developing the concepts
- ability to consult and communicate with colleagues and external specialists
- ability to review, modify and document concepts and operational specifications.

Context of and specific resources for assessment

Assessment must ensure:

- access to a service industry operation for which concepts would be originated and developed ***or***
- access to comprehensive and sufficient information about that service industry operation to allow the candidate to fully develop concepts
- involvement of both internal and external specialists so consultation can be achieved.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project activities to originate and develop concepts in conjunction with an industry operator
- project activities to originate and develop concepts for service industry products for the training college or local community
- case studies to assess the candidate's ability to evaluate, adjust and refine concepts
- written and oral questioning or interview to test technical knowledge and knowledge of the contents of operational specifications and other conceptual documentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

BSBMGT516A Facilitate continuous improvement

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Product or service may include:	• new or enhanced service industry product or service • marketing campaigns • loyalty programs • advertising campaigns.
Purpose of the product or service may be:	• new product to gain market share • new product to diversify the current product range • expanded product range to minimise business risk.
Factors may include:	• cost-effectiveness • technical feasibility • audience or user characteristics • issues relating to implementation, such as:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- level of skill and understanding
- resource requirements
- need for additional staff training
- access to technology.

Constraints may include:

- cost
- finance
- time
- availability of skilled experts and personnel
- availability of equipment
- technical difficulty in realising the concept.

Appropriate format may include:

- proposals to be submitted to a funding body or sponsor
- briefs for a consultant
- descriptions of a creative proposal for in-house consideration.

Colleagues and specialists may include:

- staff involved in the design or implementation of process
- technical specialists
- creative and administrative staff
- external consultants.

Established criteria may include:

- creativity
- appropriateness to the user or audience
- cost-effectiveness
- level of risk
- potential benefits
- technical feasibility.

Specifications may include:

- purpose
- audience
- time
- budget
- human and physical resources, including plant and equipment
- ownership of final product

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- operational plan.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Quality and Innovation

Modification History

Not Available

INTRODUCTION

Unit Descriptor	This unit covers the competencies required to start up a personal computer or business computer terminal, correctly navigate the desktop environment and use a range of basic functions. This unit is related to BSBCMN213A Produce simple wordprocessed documents and BSBCMN214A Create and use simple spreadsheets. Consider co-assessment with BSBCMN108A Develop keyboard skills.
Competency Field	Common

Element	Performance Criteria
1. Start computer and basic	1.1 Computer is started or user logged on according to user

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

system information and features	procedures 1.2 Basic functions and features are identified using system information 1.3 Desktop configuration is customised if necessary with assistance from appropriate persons 1.4 Disks are erased and formatted as necessary 1.5 Available help functions are used as required
2. Navigate and manipulate desktop environment	2.1 Desktop icons are correctly selected, opened and closed to access features (directories/folders, files, network devices, recycle bin and waste basket) 2.2 Different roles and parts of the desktop window are identified for particular functions 2.3 Desktop windows are opened, resized and closed for navigation purposes 2.4 Shortcuts from the desktop are created if necessary with assistance from appropriate persons
3. Organise basic directory and folder structures	3.1 Directories/folders with subdirectories/subfolders are created and suitably named 3.2 Directory/folder attributes (size, dates, etc) are identified 3.3 Subdirectories/folders are moved between directories/folders 3.4 Directories/folders are renamed as required 3.5 Directories/folders and subdirectories/folders are accessed via different paths
4. Organise files for use and/or organisational requirements	4.1 The most commonly used types of files in a directory/folder are identified 4.2 Files are created and suitably named when required 4.3 Groups of files are selected and opened and renamed as required 4.4 Files are copied or cut and pasted across directories 4.5 Files are copied to disk where necessary 4.6 Deleted files are restored as necessary 4.7 Software tools are used to locate files
5. Print information	5.1 Information printed from installed printer 5.2 Progress of print jobs viewed and deleted as required 5.3 Default printer is changed for installed list if available

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

6. Shutdown computer	6.1 All open applications are closed 6.2 Computer is shutdown in accord with user procedures

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:	• award and enterprise agreements and relevant industrial instruments • relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity • relevant industry codes of practice
Documents may include but are not limited to:	• help files • established files and applications
Operating systems may include	• command line and graphical user interface
Disks may include but are not limited to:	• diskettes • CDs • zip disks
IT components can include:	• hardware • software • communications packages
OHS standards may include:	• statutory requirements • OHS guidelines related to the use of the screen equipment, computing equipment and peripherals, and ergonomicwork

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

stations, security procedures, customisation requirements

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence	• Ability to perform start up and filing procedures, file name conventions and • To navigate and manipulate the desktop environment within the range of assigned workplace tasks
Underpinning Knowledge* * At this level the learner must demonstrate knowledge by recall in a narrow range of areas.	• Relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity • Organisational benchmarks for keyboarding • Basic ergonomics of keyboard and computer use • Main types of computers and basic features of different operating system • Main parts of a computer • Storage devices and basic categories of memory • Relevant types of software • Suitable file naming conventions • General security, viruses, privacy legislation and copyright
Underpinning Skills	• Literacy skills to identify work requirements and to comprehend basic workplace documents and interpret basic user manuals • Communication skills to identify lines of communication, request advice, effectively question, follow instructions and receive feedback • Problem solving skills to solve routine problems in the workplace, while under direct supervision • Technology skills to use equipment safely while under direction, basic keyboard and mouse using skills and logging procedures relating to accessing a PC

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental
Resource Implications	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace
Consistency of Performance	In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations
Context/s of Assessment	• Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement • Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package • Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment • Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCY LEVELS

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Collect, analyse and organise information	Communicate ideas and information	Plan and organise activities	Work with others and in teams	Use mathematical ideas and techniques	Solve problems	Use technology
Level 1	Level 1	Level 1	Level 1	Nil	Level 1	Level 1

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Three levels of performance denote level of competency required to perform a task.

1. Perform 2. Administer 3. Design

- Collecting, analyse and organise information – to access equipment instructions
- Communicating ideas and information – to obtain advice
- Planning and organising activities – to plan own work
- Working with teams and others – to complete scheduled tasks
- Using mathematical ideas and techniques – not applicable for this unit
- Solving problems – to operate a computer
- Using technology – to operate equipment and complete a task

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBCUS401A Coordinate implementation of customer service strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals with a broad knowledge of customer service strategies who contribute well developed skills in addressing customer needs and problems. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Advise on customer service needs	1.1. Clarify and accurately assess ***customer needs*** using appropriate ***communication techniques*** 1.2. Diagnose problems matching service delivery to ***customers*** and develop options for improved service within ***organisational requirements*** 1.3. Provide relevant and constructive advice to promote the improvement of customer service delivery 1.4. Use ***business technology*** and/or ***online services*** to structure and present information on customer service needs
2. Support implementation of customer service strategies	2.1. Ensure customer service strategies and opportunities are promoted to ***designated individuals and groups*** 2.2. Identify and allocate available budget resources to fulfil customer service objectives 2.3. Promptly action ***procedures to resolve customer difficulties*** and ***complaints*** within organisational requirements 2.4. Ensure that decisions to implement ***strategies*** are taken in consultation with designated individuals and groups
3. Evaluate and report on customer service	3.1. Review client satisfaction with service delivery using verifiable data in accordance with organisational requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.2. Identify and report changes necessary to maintain service standards to designated individuals and groups 3.3. Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of client service strategies 3.4. Maintain systems, records and reporting procedures to compare changes in customer satisfaction

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read a variety of texts, to prepare general information and papers, and to write formal and informal letters according to target audience
- planning skills to develop implementation schedules
- problem-solving skills to diagnose organisational problems relating to customer services.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety (OHS)
- principles of customer service
- organisational business structure, products and services
- product and service standards and best practice models.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • identifying needs and priorities of the organisation in delivering services to customers • responding to and reporting on customer feedback • designing strategies to improve delivery of products and services • knowledge of the principles of customer service.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • examples of customer complaints, feedback and strategies.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of documentation reporting changes necessary to maintain service standards • analysis of responses to case studies and scenarios • demonstration of techniques • observation of presentations • oral or written questioning to assess knowledge of customer service techniques and strategies • review of systems, records and reporting procedures to compare changes in customer satisfaction.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • sales units • other customer service units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Customer needs may relate to:	• accuracy of information • advice or general information • complaints • fairness/politeness • further information • making an appointment • prices/value • purchasing organisation's products and services • returning organisation's products and services • specific information
Communication techniques may include:	• analysing customer satisfaction surveys • analysing quality assurance data • conducting interviews • consultation methods, techniques and protocols • making recommendations • obtaining management decisions • questioning • seeking feedback to confirm understanding • summarising and paraphrasing
Customers may include:	• corporate customers • individual members of the organisation • individual members of the public • internal or external • other agencies
Organisational requirements may include:	• access and equity principles and practice • anti-discrimination and related policy • confidentiality and security requirements • defined resource parameters

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • payment and delivery options • pricing and discount policies • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals • replacement and refund policy and procedures • who is responsible for products or services
Business technology may include:	• answering machine • binder • computer • fax machine • photocopier • printer • shredder • telephone
Online services may include:	• access to product database by customers online • access to purchase, delivery and account records • call/contact centre • online ordering • online payments • online registration • quick/reasonable response • two-way communication online
Designated individuals and groups may include:	• colleagues • committee • customers • external organisation • line management • supervisor
Procedures to resolve customer difficulties may include:	• external agencies (e.g. Ombudsman) • item replacement • referrals to supervisor • refund of monies • review of products or services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• using conflict management techniques

Customer complaints may include:	• administrative errors such as incorrect invoices or prices
	• customer satisfaction with service quality
	• damaged goods or goods not delivered
	• delivery errors
	• products not delivered on time
	• service errors
	• specific e-business problems and issues:
	  • difficulty accessing services
	  • inactive links
	  • not appreciating differing hardware and software
	  • services not available
	  • supply errors such as incorrect product delivered
	  • time taken to access services
	  • unfriendly website design
	  • website faults
	• warehouse or store room errors such as incorrect product delivered

Customer service ***strategies*** may include:	• courtesy/politeness • delivery times • merchandise characteristics • price offers • product/refund guarantees • product/service availability

Unit Sector(s)

Unit sector	

Competency field

Competency field	Stakeholder Relations - Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBEBU401A Review and maintain a website

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake data analysis, review website content and update and maintain a website. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who have knowledge of the relationship between web-sites and the core functions of an organisation. They also have working knowledge and skills of performing basic updates to web site content. They may provide administrative support within an organisation or be other individuals who have been delegated this responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Review website content and use	1.1. Monitor and analyse customer and user feedback in accordance with organisational timelines 1.2. Analyse automatically collected website data and identify trends 1.3. Make recommendations on changes to the website and its content in response to ***feedback and data analysis*** and approve changes scheduled for implementation 1.4. Review cost implications of the recommended changes to determine their viability
2. Update website	2.1. Replace superseded and inaccurate information with current information and add additional material in accordance with organisational requirements 2.2. Follow protocols for ensuring the accuracy and authenticity of information 2.3. Remove services no longer available or required and add new ones in accordance with organisational requirements 2.4. Check ***off-line information*** against that posted on the website and rectify discrepancies in accordance with organisational timelines 2.5. Follow ***security procedures*** for updating the website
3. Carry out non	3.1. Analyse user feedback to confirm that faults have

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
technical site maintenance	resulted from the site and are not user problems 3.2. Rectify faults and make improvements to the site in response to user feedback approved by the organisation 3.3. Add new web pages and/or active links and remove redundant pages and links in accordance with organisational requirements 3.4. Make site changes in response to changes in marketing strategy in accordance with organisational requirements and consideration of cost benefits

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to interpret policies and procedures, provide recommendations to others and to draft text in a logical sequence and structure appropriate for an online format
- numeracy skills for basic statistical analysis of website usage data
- communication skills for consultation with users and customers.

Required knowledge

- identification and overview knowledge of key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
- ethical principles
  - codes of practice
  - privacy laws
  - Occupational Health and Safety
- basic principles of website design and maintenance
- online security issues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • website and its content continues to meet the requirements of the business after maintenance changes • identification and resolution of faults, errors and/or complaints with website.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and networked computers • documentation relating to analysis and strategies/policies for implementation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • demonstration of techniques in a workplace or simulated environment.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • marketing units • other information and communications technology units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	

Feedback and data analysis may include:	• feedback in relation to content, ease of navigations and appropriateness/usefulness of content
	• statistical data in relation to usage, including;
	  • hits
	  • page views
	  • visits

Offline information may include:	• information available in other forms, such as; • brochures • databases • knowledge management systems • news letters • records systems
Security procedures may include:	• access protocols • password protected areas

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - E Business

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBEBU501A Investigate and design e business solutions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to evaluate e business models and strategies, and to incorporate the results of these evaluations into the design of an e business solution. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who possess skills and knowledge in a specialist business area, as well as knowledge of software and other technologies. They apply these skills and knowledge in the evaluation, selection and implementation of new strategies for business, which incorporate e business solutions. They may be managers responsible for overseeing these tasks as well as technical or other knowledge experts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Investigate e business opportunities	1.1. Undertake a competitive analysis to determine the likely impact ***new capabilities*** will have on industry sectors and competitors 1.2. Complete and assess ***value chain analysis*** to identify ***processes and relationships*** that may benefit from the adoption of e-business solutions 1.3. Identify ***threats and opportunities*** to e-business implementation and evaluate potential ***contributions to the business*** 1.4. Conduct resource analysis to identify cost and revenue implications in developing opportunities 1.5. Identify and evaluate legal and ethical issues relating to e-business opportunities
2. Evaluate e business models	2.1. Identify and analyse ***business-to-business***, ***business-to-consumer***, intra-organisational e-business applications and ***e-business models*** 2.2. Rank compatible e-business models in terms of their strengths and weaknesses, considering resourcing, technical and security requirements of each 2.3. Assess cost implications of implementation of e-business models

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4. Determine an e-business model most appropriate in relation to business plan
3. Design an e business	3.1. Formulate purpose, objectives and values for the e-business 3.2. Identify target market, and value chain structure in accordance with chosen e-business model 3.3. Identify and obtain ***technical needs and expertise*** required to implement e-business model 3.4. Investigate and develop plan to address culture change issues to manage transition to an e-business
4. Implement an e business strategy	4.1. Develop ***policies and guidelines*** to support customers, supply chain and staff to ensure successful implementation 4.2. Monitor performance of business goals and adjust policies and procedures to respond to changing needs of customers, staff and supply chain 4.3. Review e-business systems and models, seeking feedback from users and personnel responsible for e-business implementation 4.4. Incorporate evaluation results and feedback to improve future e-business strategies

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical and problem-solving skills to assess information and apply to identified business needs
- communication skills to collaborate with technical experts and other staff
- literacy skills to identify and interpret market and product information.

Required knowledge

- features of a range of software and hardware systems
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• ethical principles • codes of practice • privacy laws • copyright • occupational health and safety • organisational policies and procedures relating to the systems, products and/or service being worked with.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • evaluation of e-business opportunities involving new business models and not simply electronic versions of existing businesses • rationale and supporting evidence for choice of e-business solution • knowledge of relevant legislation.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and networked computers • documentation relating to analysis and strategies/policies for implementation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• demonstration of techniques in a workplace or simulated environment.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBEBU502AImplement e-business solutions • IT use units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
New capabilities may include:	• 24-hour operation • automated marketing efforts • communication • distribution channel • global reach • online customer service • online inventory • online payments • online purchasing • online sales systems • supply chain

Value chain analysis may include:	• an analysis of a series of primary activities, such as:
	  • inbound logistics
	  • marketing and sales
	  • operations
	  • outbound logistics
	  • service support
	• and their support activities, such as:
	  • business infrastructure

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• human resources management • procurement • technological development
Processes and relationships may include:	• customer service • delivery of core services • delivery of government services • delivery of products • development of new products, services and markets • organisational structures • trading communities
Threats and opportunities may include:	• business to government (B2G) opportunities where e-business is conducted between an enterprise and the government • business-to-business (B2B) opportunities where e-business is conducted between companies • business-to-consumer (B2C) opportunities where e-business is conducted between an enterprise and a customer • competition legislation • disintermediation threats/opportunities where the role of 'middlemen' or other middle supply chain elements is reduced or made redundant as newer more efficient supply chain technologies are implemented • infrastructure requirements: disaster recovery, failsafe systems • internal business opportunities that improve productivity utilising e-business development • re-intermediation opportunities, where e-business creates new value between producers and consumers • risk management: payments, fraud etc.

Contributions to the business may include:	• effect on:
	  • customer satisfaction ratings
	  • growth
	  • market share
	  • profitability
	  • return on investment
	  • sales

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• staff morale i.e. using efficient technologies to enhance workplace • staff productivity and professional development
Business-to-business may include:	• involves e-business between organisations • may be B2G (business to government)
Business-to-consumer may include:	• involves e-business between an enterprise and a customer
E-business models may include:	• aggregator models • collaboration partners • competitor cooperation model • e-auction • e-government • e-mall • e-office • e-procurement • e-shop/e-tailing • information brokers • micro-payments business model • multilevel marketing • portal • tender services • third party marketplaces • trust services • value chain integrators • value chain service providers • virtual community • web rings
Technical needs and expertise may include:	• advice on existing business strategy and base business versus growth business • advice on staffing arrangements • advice on technology issues/compatibility • banking information for electronic funds transfer • contact person • feedback loops • new protocols relating to legal or security issues for e-business • open and international standards e.g. EAN.UCC or UN/EDIFACT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• personal identification and password for online access to business processes e.g. purchasing or supply
Policies and guidelines may include:	• business ethics • confidentiality • electronic communication • fraud prevention and detection • human resources management • information management • intellectual property • legal issues e.g. jurisdiction, contract validity, taxation • outsourcing • performance management • privacy • risk management • security

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - E Business

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

BSBEBU502A Implement e business solutions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement e business solutions, including establishing the initial requirements and developing systems for implementation, and to support ongoing monitoring and review. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who possess skills and knowledge in a specialist business area, as well as knowledge of software and other technologies. They apply these skills and knowledge in the implementation of e business solutions. They may be managers responsible for overseeing these tasks as well as technical or other knowledge experts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Set up e business solution	1.1. Identify ***organisational requirements*** in consultation with relevant personnel 1.2. Evaluate security issues and rank these issues for acceptable risk 1.3. Evaluate the costs and technology requirements associated with ***e-business solution*** in relation to organisational requirements 1.4. Confirm technology and standards required for implementation with relevant personnel 1.5. Prepare budget for implementation of solution
2. Implement e business solution	2.1. Delegate responsibility for solution in accordance with organisational policy, procedures and structures 2.2. Develop procedures for the solution in accordance with organisational and ***other business requirements*** 2.3. Provide training for implementation of solution in accordance with organisational requirements 2.4. Develop ***security procedures and protocols*** in accordance with organisational requirements 2.5. Maintain records relating to solution in accordance with legal, ethical and accounting requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. Monitor and review e business solution	3.1. Monitor outcomes and processes in accordance with implementation strategy and established performance monitoring and reporting requirements 3.2. Use business data and reports to compare plans, budgets, time lines and forecasts to actual performance 3.3. Obtain feedback from users and personnel responsible for implementation, and make recommendations to improve future e-business strategies

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical and problem-solving skills to assess information and apply to identified business needs
- communication skills to collaborate with technical experts and other staff
- literacy skills to identify and interpret market and product information.

Required knowledge

- features of a range of software and hardware systems
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - copyright
  - occupational health and safety
- organisational policies and procedures relating to the systems, products and/or service being worked with.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • documented processes and procedures for implementation of an e-business solution • development of monitoring strategy • knowledge of relevant legislation.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and networked computers • documentation relating to policies, procedures and training developed.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • demonstration of techniques in a workplace or simulated environment..
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBEBU501A Investigate and design e-business solutions • other information and communications technology units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Organisational requirements may include:	• authentication • building security • confidentiality • cost • encryption technology • firewalls • fraud control • gatekeeper software • privacy • recognised internet service provider (ISP) with secure platform • secure web server and browser with secure sockets layer (SSL) • third party verification of credit card information
Security issues may include:	• business ethics • confidentiality • fraud prevention and detection • information management • intellectual property • legal issues e.g. jurisdiction, contract validity, taxation • privacy • risk management • security
E-business solutions may include:	• 24-hour operation • automated marketing efforts • communication • distribution channel • global reach • online customer service • online inventory • online payments

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• online purchasing • online sales systems • supply channel
Other business requirements may include:	• accounting • ethical • legal • policies, procedures and guidelines developed in other operational areas specific to the system being implemented
Security procedures and protocols may include:	• authentication confirmation of identity • establishing and/or monitoring the credit worthiness of clients • processes for monitoring expiry of credit cards • processes for preventing fraudulent use of credit cards • processes for minimising bad debts through online payments

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - E Business

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

BSBFIA301A Maintain financial records

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of financial records to provide technical advice and support to a team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain daily financial records	1.1. Correctly maintain daily financial records and in accordance with ***organisational requirements*** for accounting purposes 1.2. Identify and rectify or refer ***discrepancies*** or errors in ***documentation*** or transactions to ***designated persons*** in accordance with organisational requirements 1.3. Accurately credit and debit transactions and promptly enter into ***journals*** in accordance with organisational requirements
2. Maintain general ledger	2.1. Maintain general ledger in accordance with organisational requirements 2.2. Post ***transactions*** into general ledger in accordance with organisational reporting requirements 2.3. ***Reconcile systems for accounts payable and receivable*** with general ledger 2.4. Accurately prepare trial balance from general ledger in accordance with organisational requirements
3. Monitor cash control	3.1. Ensure cash flow is accurately accounted for in accordance with organisational requirements 3.2. Make and receive ***payments*** in accordance with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements 3.3. Collect or follow-up outstanding accounts within designated time lines 3.4. Check payment documentation for accuracy of information and despatch to creditors within ***designated time line***

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills to identify financial information; to read and understand the organisation's accounting procedures; and to edit and proofread documents to ensure conformity and consistency of information • communication skills to clarify information and to refer errors or discrepancies to appropriate people • numeracy skills to read and interpret financial data and to prepare cash analysis sheets • problem-solving skills to reconcile figures.
Required knowledge

• key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • privacy laws
  • financial legislation
  • occupational health and safety (OHS)
• organisational policies and procedures relating to maintaining financial records
• definition of credits/creditors and debits/debtors
• principles of double entry bookkeeping and accrual accounting
• methods of presenting financial data.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • identifying and responding to discrepancies and errors • transferring and recording financial data accurately • reconciling expenditures and revenue • knowledge of organisational policies and procedures relating to maintaining financial records.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • examples of source documents relating to financial record keeping.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of identification and rectification or referral of discrepancies or errors in documentation or transactions • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of financial record keeping • examples of financial documentation.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other financial administration units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Organisational requirements may include:	• designated time lines • guidelines for reconciling journals • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • procedures for totalling adjusted journals • quality assurance and/or procedures manuals • resolution procedures • security procedures
Discrepancies may relate to:	• bank charges • dishonoured cheques • errors in transposing between source documents and journals • interest
Documentation may include:	• purchase credit notes • purchase invoices • sales credit notes • sales invoices
Designated persons may include:	• bank • line management • organisation's authorisations department • statutory body • supervisor
Journals may include:	• cash payments • cash receipts • purchases and purchase returns • sales and sales returns
Transactions may include:	• commencing business entries • correction of posting errors • interest expense

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• interest receivable • non-cash transactions (e.g. writing-off depreciation, stock losses) • purchase of a fixed asset on credit • sale of a fixed asset on credit • withdrawal of stock/assets by owner • write-off a bad debt
Reconciling systems for accounts payable and receivable may include:	• checking accuracy of creditor account balances (e.g. cash payments journal, purchases journal, purchases returns journal, general journal) • checking accuracy of debtor account balances (e.g. cash receipts journal, sales return journal, general journal) • checking cash payments and receipt journals against bank statement • checking the total of the creditor's schedule equals the balance of the creditor's control account • checking the total of the debtor's schedule equals the balance of the debtor's control account
Payments may include:	• cash • cheque • credit card • direct debit
Designated time lines may include:	• by month end • monthly • within agreed period • within organisational deadline

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA302A Process payroll

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to process payroll from provided data using manual and computerised payroll systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are responsible for payroll functions within an organisation. They may work as individuals providing administrative support within an enterprise, or may be other members of staff who have been delegated payroll responsibilities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Record payroll data	1.1. Check payroll data and clarify discrepancies with ***designated persons*** 1.2. Enter employee ***pay period details*** and any ***deductions and allowances*** in ***payroll system*** in accordance with ***source documents*** 1.3. Calculate payment due to individual employees to reflect standard pay and ***variations*** in accordance with employee source data
2. Prepare payroll	2.1. ***Prepare payroll*** within designated time lines in accordance with organisational policy and procedures 2.2. Reconcile total wages for pay period, check or correct irregularities or refer to designated persons for resolution 2.3. Make arrangements for payment in accordance with organisational and individual requirements 2.4. Obtain authorisation of payroll and individual pay advice in accordance with organisational requirements 2.5. Produce, check and store ***payroll records*** in accordance with organisational policy and security procedures 2.6. Follow security procedures for processing payroll and for maintaining payroll records

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. Handle payroll enquiries	3.1. Respond to payroll ***enquiries*** in accordance with organisational and ***legislative requirements*** 3.2. Provide information in accordance with organisational and legislative requirements 3.3. Ensure all enquiries outside area of responsibility and knowledge are referred to designated persons for resolution 3.4. Complete additional information or follow-up action within designated time lines in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to:
  - read and understand organisation's financial policies and procedures, and any procedures based on legislative requirements
  - write cheque or salary authorisations
  - prepare pay advice slips
  - maintain records
- numeracy skills to perform calculations and to reconcile figures
- problem-solving skills to reconcile figures and to resolve employee enquiries within scope of own responsibility.

Required knowledge

- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - financial legislation
  - privacy laws
  - occupational health and safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• organisational policy and procedures • types of payroll systems.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • performing payroll calculations • applying knowledge of organisational guidelines relating to security and confidentiality of information.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to computer equipment, relevant software and payroll data (samples or actual).
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • analysis of responses to case studies and scenarios • demonstration of techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Designated persons may include:	• immediate supervisor • those who have the authority to approve payroll decisions
Pay period details may include:	• bonus • casual wage • commission • contract • piecework • salary • wage
Deductions and allowances may include:	• car allowance • health insurance • income tax • meal allowance • superannuation contributions • travel allowance • union dues
Payroll system may include:	• manual • computerised
Source documents may include:	• employee earnings and payroll register • employee records or history • employee timesheets
Variations may include:	• holiday loading • long service leave • overtime • paid leave • rates of pay • sick leave • taxation • unpaid leave

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Preparing payroll may include:	• calculation of gross pay • cash analysis • electronic funds transfer • net pay • preparing cheques • preparing pay advice slips • taxation and other deductions
Payroll records may include:	• cash analysis sheets • electronic funds transfer • employee summary report • end of month reports • end of year reports • group certificates • pay advice slips • taxation reports
Enquiries may include:	• email • face-to-face • fax • telephone
Legislative requirements may include:	• Australian Tax Office regulations e.g. Australian Business Number, Employment Declaration Forms • confidentiality and security of records • Higher Education Contribution Scheme (HECS) • Higher Education Loan Programme (HELP) • Medicare levy • PAYE tax • payroll tax

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA303A Process accounts payable and receivable

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain accounts payable and accounts receivable records, including processing payments to creditors and handling overdue accounts receivable. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments supporting the accounting functions and aspects of an enterprise. They may provide administrative support within an enterprise, or may be members of staff who have been delegated accounting responsibilities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain financial journal systems	1.1. Check ***source documents*** for accuracy and appropriate authorisation 1.2. Refer errors and discrepancies in source documents for resolution, in accordance with organisational policy and procedures 1.3. Enter ***transactions*** into cash and credit ***journal system*** in accordance with organisational policy and procedures, and ***relevant legislation and compliance requirements*** 1.4. Total credit journals in accordance with organisational policy and procedures
2. Prepare bank reconciliations	2.1. Check cash journals against bank statements to identify differences 2.2. Update cash journals with relevant data from bank statement/s 2.3. Identify ***discrepancies*** and refer to appropriate staff member, organisation or agency 2.4. Total cash journals in accordance with organisational policy and procedures 2.5. Prepare regular reconciliation reports within designated time lines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. Maintain accounts payable and accounts receivable systems	3.1. Enter transactions into individual ***accounts payable and accounts receivable***, in accordance with organisational policy and procedures, and accounting requirements 3.2. Prepare schedules of accounts payable and accounts receivable for reconciliation purposes, in accordance with organisational requirements 3.3. Reconcile schedules accounts payable and accounts receivable with ***journal data*** or general ledger, in accordance with organisational requirements
4. Process payments for accounts payable	4.1. Reconcile accounts payable statements with accounting records, in accordance with organisational policy and procedures 4.2. ***Check payment documentation*** for accuracy of information and discrepancies and rectify errors, in accordance with organisational requirements
5. Prepare statements for accounts receivable	5.1. Produce and check ***accounts receivable statements*** for accuracy of content in accordance with organisational policy and procedures 5.2. Rectify discrepancies and statements despatched within designated time lines
6. Follow up outstanding accounts	6.1. Maintain accounts receivable ledger system, in accordance with organisational requirements, to reflect current credit situation 6.2. Conduct aged analysis of accounts receivable to identify outstanding accounts and to determine collection procedures, in accordance with organisational requirements 6.3. Report or follow-up outstanding accounts in accordance with organisational policy and procedures 6.4. Monitor and review ***credit terms*** in accordance with credit policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
Required skills

• literacy skills to read and understand financial procedures
• numeracy skills to:
  • use knowledge of mathematical concepts
  • interpret, compare and calculate with whole numbers and money
  • use decimal fractions and percentages
• problem-solving skills to use approximation to check for discrepancies and ensure calculations are correct.

Required knowledge

• key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations, such as:
  • Australian Taxation Office regulations
  • Goods and Services Tax (GST) regulations
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • finance legislation
  • privacy laws
  • occupational health and safety
• limit of scope of own responsibility
• organisational accounting systems and procedures.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • maintaining journals and subsidiary ledger systems • accurately entering data into journal and subsidiary ledger system • reconciling subsidiary ledger system with journal or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	general ledger data.

Context of and specific resources for assessment	Assessment must ensure:
	• access to an actual workplace or simulated environment
	• access to office equipment and resources, such as:
	  • calculator
	  • computer equipment and relevant software
	• access to examples of cash journals, credit journals, accounts payable and accounts receivable subsidiary legers
	• access to workplace reference materials such procedural manuals and company policy.

Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge of accounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Source documents may include:	• adjustment notes issued • adjustment notes received • cheque butts • credit notes issued • credit notes received • invoices issued • invoices received • receipts • tax invoices issued • tax invoices received
Transactions may include:	• capital contributions in cash by owner • cash purchases • cash sales • commission • credit purchases • credit sales • day-to-day expenses • electronic funds transfer • interest charges and bank fees • interest revenue • payments received from debtors • payments to creditors • petty cash transactions • purchases paid by cheque • returns • withdrawal of cash by owner
Journal system may include:	• cash payments journal • cash receipts journal • purchases journal • purchases returns journal • sales journal • sales returns journal
Systems may include:	• computerised • manual

Relevant legislation and compliance requirements may include:	• consumer:
	  • codes of practice
	  • Australian Consumer Credit Code
	  • privacy laws
	  • secrecy laws

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	

	• competition:
	  • Australian Competition and Consumer Commission (ACCC), National Competition Policy
	• prudential:
	  • commonwealth Bills of Exchange Act 1909
	  • commonwealth Cheques and Payment Orders Act 1986
	  • commonwealth Financial Transaction Reports Act 1988
	  • commonwealth Land Tax Assessment Act 2002
	  • commercial tenancies laws
	  • corporate law
	  • Credit Reference Association of Australia (CRAA)
	  • Electronic Funds Transfer (EFT) Code of Conduct
	  • Financial Institutions (FI) Code
	  • payroll tax assessment laws and regulations
	  • prescribed payments laws and regulations
	  • stamp duties laws
	  • taxation assessment laws

Discrepancies may include:	• bank charges • direct deposits • direct payments • dishonoured cheques • interest
Accounts payable and accounts receivable systems may include:	• accounts payable schedule • accounts payable subsidiary ledger • accounts receivable schedule • accounts receivable subsidiary ledger
Journal data may include:	• accounts payable data from cash payments journal • accounts receivable data from cash receipts journal • purchases journal total • purchases returns journal total • sales journal total • sales returns journal total

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Checking payment documentation may include:	• attachment of supporting invoices, statements • calculation of discount • cheque data • remittance advice data
Accounts receivable statements may include:	• any payments received allocated on an invoice by invoice basis • computerised system • discount policy • final balance with overdue details if appropriate • information about any sales, sales returns, credit, forward orders and payments, which have occurred throughout the month • manual system • month to which statement is applicable • name and address of client or accounts receivable • name and address of supplier • opening balance if applicable
Credit terms may include:	• arrangements for settlement • cancellation of agreed credit arrangements • cash on delivery

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA304A Maintain a general ledger

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments with responsibility for simple accounting functions within an organisation. They may work as individuals providing administrative support within an enterprise, or may be other members of staff with delegated responsibilities relating to general ledger maintenance.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Process journal entries	1.1. Prepare ***general journal entries*** from ***source journals*** in accordance with accounting requirements, organisational policy, procedures and accounting standards 1.2. Post journal entries into ***general ledger system*** in accordance with organisational policy, procedures and accounting standards 1.3. ***Reconcile accounts payable and accounts receivable*** subsidiary ledger systems with general ledger 1.4. Ensure processing maintains the accounting equation and is completed within designated time lines
2. Prepare a trial balance	2.1. ***Prepare trial balance*** of general ledger system in accordance with organisational requirements and accounting standards, and ensure it is checked for accuracy 2.2. Identify and rectify irregularities or refer them for resolution when trial balance does not balance, in accordance with organisational policy and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills

• literacy skills to read and understand financial procedures
• numeracy skills to:
  • use knowledge of mathematical concepts
  • interpret, compare and calculate with whole numbers and money
  • use decimal fractions and percentages
• problem-solving skills to use approximation to check for discrepancies and ensure calculations are correct.

Required knowledge

• key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations such as:
  • Australian Taxation Office regulations
  • Goods and Services Tax (GST) regulations
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • finance legislation
  • privacy laws
  • occupational health and safety
• limit of scope of own responsibility
• organisational accounting systems and procedures.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate	Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
competency in this unit	• accurately entering data • applying understanding of general journal entries and knowledge of the relationship between journals and general ledger • implementation of double-entry principles • systematic tracing of errors.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources, such as: • calculator • computer equipment and relevant software • examples of source journals.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge ofaccounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
regional contexts) may also be included.	
General journal entries may include:	• bad debts written off • correction of posting errors • interest expense • interest receivable • opening entries • purchase of a non-current asset on credit • sale of a non-current asset on credit • transfer of funds between bank accounts • withdrawal of stock and assets by owner
Source journals for general ledger may include:	• cash payments journal • cash receipts journal • general journal • purchases journal • purchases returns journal • sales journal • sales return journal
General ledger system may include:	• computerised • manual
Reconciling accounts payable and accounts receivable may include:	• checking accuracy of accounts payable balances with general ledger control account • checking accuracy of accounts receivable balances with general ledger control account
Preparing trial balance may include:	• checking total debits equal total credits • listing ledger account balances from general ledger • tracing of errors

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIA401A Prepare financial reports

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are responsible for preparing financial reports. They may work as individuals providing administrative support within an enterprise, or they might have responsibility for these tasks in relation to their own workgroup or role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain asset register	1.1. Prepare a register of property, plant and equipment from fixed asset transactions in accordance with organisational policy and procedures 1.2. Determine method of ***calculating depreciation*** in accordance with organisational requirements 1.3. Maintain asset register and associated depreciation schedule in accordance with organisational policy, procedures and accounting requirements
2. Record general journal entries for balance day adjustments	2.1. Record depreciation of non-current assets and disposal of fixed assets in accordance with organisational policy, procedures and accounting requirements 2.2. Adjust ***expense accounts*** and ***revenue accounts*** for ***prepayments and accruals*** 2.3. Record ***bad and doubtful debts*** in accordance with organisational policy, procedures and accounting requirements 2.4. Adjust ledger accounts for ***inventories***, if required, and transfer to ***final accounts***
3. Prepare final general ledger accounts	3.1. Enter general journal entries for balance day adjustments in general ledger system in accordance with organisational policy, procedures and accounting requirements 3.2. Post revenue and expense account balances to final

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	general ledger accounts system 3.3. Prepare final general ledger accounts to reflect gross and net profits for reporting period
4. Prepare end of period financial reports	4.1. Prepare ***revenue statement*** in accordance with organisational requirements to reflect operating profit for ***reporting period*** 4.2. Prepare ***balance sheet*** to reflect financial position of business at end of reporting period 4.3. Identify and correct, or refer errors for resolution in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to clarify reporting requirements and obtain required data
- literacy skills to:
  - identify financial information
  - follow the Australian Accounting and Auditing Standards
  - follow the organisation's accounting procedures
- numeracy skills to calculate percentages, addition and subtraction.

Required knowledge

- double-entry bookkeeping principles
- general journal and general ledger entries
- key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations, such as:
  - Australian Taxation Office regulations
  - accounting and auditing standards
  - Goods and Services Tax (GST) regulations
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - finance legislation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• privacy laws • occupational health and safety • organisational accounting systems • organisational policies, procedures and accounting requirements.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • preparing financial reports • applying the Australian Accounting and Auditing Standards • applying double-entry principles.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources, such as: • calculator • computer equipment and relevant software • Australian Accounting and Auditing Standards • access to samples of financial data • access to workplace reference materials such procedural manuals and company policy.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	ofaccounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Calculating depreciation may include:	• reducing balance method • straight-line method
Expense accounts may include:	• distribution expenses • electricity • freight inward and outward • insurance • interest paid • rates • rent paid • telephone and fax • wages and salaries
Revenue accounts may include:	• commission received • interest received • rent received
Prepayments and accruals may include:	• accrued expenses • accrued revenue • prepaid expenses • prepaid revenue
Bad and doubtful debts may include:	• calculating provision for doubtful debts • writing off bad debts against provision for doubtful debts

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Inventories may include:	• goods for resale • stationery and other office supplies
Final accounts may include:	• profit and loss • trading
Revenue statement comprises:	• cost of goods sold if applicable • gross profit • operating net profit • unclassified adjusted expenses and revenue
Reporting period may include:	• as determined in organisational procedures • financial year
Balance sheet comprises:	• narrative or T format • unclassified assets and liabilities

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIM501A Manage budgets and financial plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s. The unit applies to managers working in small and large business environments and not for profit organisations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Plan financial management approaches	1.1. Access ***budget/financial plans*** for the work team 1.2. Clarify budget/financial plans with ***relevant personnel*** within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible 1.3. Negotiate any changes required to be made to budget/financial plans with relevant personnel within the organisation 1.4. Prepare ***contingency plans*** in the event that initial plans need to be varied
2. Implement financial management approaches	2.1. Disseminate relevant details of the agreed budget/financial plans to team members 2.2. Provide ***support*** to ensure that team members can competently perform ***required roles*** associated with the management of finances 2.3. Determine and access ***resources and systems*** to manage financial management processes within the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	work team
3. Monitor and control finances	3.1. Implement ***processes*** to monitor actual expenditure and to control costs across the work team 3.2. Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns 3.3. Implement, monitor and modify contingency plans as required to maintain financial objectives 3.4. ***Report*** on budget and expenditure in accordance with organisational protocols
4. Review and evaluate financial management processes	4.1. Collect and collate for analysis, ***data and information on the effectiveness of financial management processes*** within the work team 4.2. Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes 4.3. Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• numeracy skills to read and understand a budget and to update a budget • technology skills to use software associated with financial record keeping.
Required knowledge
• basic accounting principles • organisational requirements related to financial management • relevant legislation and current requirements of the Australian Taxation Office, including GST • requirements for organisational record keeping and auditing • principles and techniques involved in: • budgeting

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• cash flows • electronic spreadsheets • GST • ledgers and financial statements • profit and loss statements.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • financial skills required to work with and interpret budgets, ageing summaries, cash flow, petty cash, GST, and profit and loss statements • knowledge of the record keeping requirements for the ATO and for auditing purposes.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of written reports indicating broad knowledge of managing budgets and managing financial resources in the organisation • demonstration of techniques using financial record keeping software • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning to assess knowledge of requirements for organisational record keeping and auditing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• review of contingency plans • review of identification of cost variations and expenditure overruns • evaluation of documentation reportingon budget and expenditure • review of documentation identifying and recommending improvements to financial management processes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Diploma of Management.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Budget/financial plans may include:	• cash flow projections • long-term budgets/plans • operational plans • short-term budgets/plans • spreadsheet-based financial projections • targets or key performance indicators for production, productivity, wastage, sales, income and expenditure
Relevant personnel may include:	• financial managers, accountants or financial controllers • supervisors, other frontline managers
Contingency plans may include:	• contracting out or outsourcing human resources and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• increasing sales or production • recycling and re-using • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour costs • risk identification, assessment and management processes • seeking further funding • strategies for reducing costs, wastage, stock or consumables • succession planning
Support may include:	• access to specialist advice • documentation of procedures • help desk or identified experts within the organisation • information briefings or sessions • intranet-based information • training including mentoring, coaching and shadowing
Required roles may include:	• arranging for use of corporate credit cards • banking • debt collection • ensuring security, accuracy and currency of financial operations • invoicing clients, customers and consumers • maintaining journals, ledgers and other record keeping systems • maintaining petty cash system • purchasing and procurement • wages and salaries payments and record keeping
Resources and systems may include:	• hardware and software • human, physical or financial resources • record keeping systems (electronic and paper-based) • specialist advice or support

Processes to monitor actual expenditure and to control costs across the work team include:	• reporting of:
	  • assets
	  • consumables

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• equipment • expenditure • income • stock • wastage
Reporting may include data from:	• bank statements • credit card statements • financial reports • invoices and receipts • ledgers and journals • logs • petty cash records • spreadsheet-based records
Data and information on the effectiveness of financial management processes may include records (paper-based and electronic) related to:	• bank account records • cash flow data • contracts • credit card receipts • employee timesheets • files of paid purchase and service invoices • income and expenditure • insurance reports • invoices • job costings • petty cash receipts • quotations • taxation records • wages/salaries books

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFIM502A Manage payroll

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to establish and monitor security procedures for managing organisational payroll services and to calculate and process salary payments, group taxation and related payments. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are required to establish and work with payroll systems. They may work as senior administrative staff or may have responsibility for managing payroll systems and calculations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish procedures for the management of payroll	1.1. Establish ***security procedures*** that ensure the confidentiality and security of payroll information 1.2. Ensure procedures guarantee substantiation of claims for allowances 1.3. Establish ***control measures*** to safeguard organisation's financial resources in accordance with ***legislative and organisational requirements*** 1.4. Establish systems to ensure that statutory obligations are met and records are kept for the period determined by government legislation
2. Prepare payroll data	2.1. Use ***nominated industrial awards***, ***contracts and government legislation*** to ***calculate gross pay and annual salaries*** 2.2. Calculate ***statutory and voluntary deductions*** using government and employee documentation 2.3. Provide payroll data to payroll processor for calculation within ***designated time lines***
3. Authorise payment of salaries	3.1. Check payroll, and authorise salaries and wages for payment in accordance with organisational policy and procedures 3.2. Reconcile salaries, wages and deductions in accordance with organisational policy and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3. Deal with salary, wage and related enquiries in accordance with organisational policy and procedures
4. Administer salary records	4.1. Process declaration forms for new and existing employees in accordance with Australian Taxation Office requirements 4.2. Forward periodic deductions to ***nominated creditors*** within designated time lines 4.3. Prepare and despatch payments to government authorities accurately and in accordance with the relevant government legislation 4.4. Calculate and transcribe group tax amounts and make payments in accordance with taxation procedures 4.5. Prepare and reconcile employee group certificate amounts from salary records

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to answer enquiries, and to explain and resolve discrepancies with employees
- literacy skills to follow complex financial procedures and to follow and write detailed instructions
- numeracy skills to:
- use financial formulae
- calculate gross and net pay
- compare differing rates of pay over a given time span of the same nature
- prepare cash analysis sheets
- reconcile figures and rectify anomalies to ensure accuracy.

Required knowledge

- key provisions of relevant legislation from all forms of government, standards, regulations and codes that may affect aspects of business operations, such as:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• Australian Taxation Office regulations • anti-discrimination legislation • ethical principles • codes of practice • financial legislation • privacy laws • relevant industrial awards • other relevant government and statutory bodies in relation to payroll • Superannuation Guarantee (Administration) Act and superannuation regulations • organisational policies and procedures across the full range of tasks requiredpayroll processes.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • documenting steps undertaken to establish payroll system • using data and calculations to calculate payroll, including a range of deductions • preparing appropriate records to record payroll processing.

Context of and specific resources for assessment	Assessment must ensure:
	• access to office equipment and resources, such as:
	  • Australian Accounting and Auditing Standards
	  • calculator
	  • certified or workplace agreements
	  • computer equipment and relevant software
	  • HECS/HELP documentation
	  • organisation's accounting system
	  • organisational contracts
	  • paper-based or electronic payroll system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• relevant Australian Taxation Office legislation • relevant industrial Awards • Superannuation Guarantee (Administration) Act • access to samples of financial data.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge of accounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • financial administrationunits • other financial management units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Security procedures may include:	• authorised access • back-up files • computer passwords • employees signing for pay • ensuring security of passwords and keys • keeping payroll documents secure • maintaining security and confidentiality of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	employees' details • numbering payroll registers • restricting access to electronic files and locking paper-based confidential information • separating locations of confidential information • storage of information off site • supervision of timesheets
Control measures may include:	• authorisation requirements • dual checking system • internal control policies and procedures • multiple checks and balances • reconciliation of records • separation of duties
Legislative and organisational requirements may include:	• Australian Accounting and Auditing Standards • Australian Securities and Investments Commission (ASIC) requirements • Australian Taxation Office regulations • corporations law • Fringe Benefits Tax (FBT) • Higher Education Contribution Scheme (HECS) • Higher Education Loan Programme (HELP) • legislation and regulations in relation to superannuation such as the Superannuation Guarantee (Administration) Act • organisational policy and procedures for cash handling • Pay As You Go (PAYG) tax • superannuation • tax file number
Nominated industrial awards, contracts and government legislation may include:	• certified and workplace agreements • enterprise agreements • federal and state/territory awards • use of Wageline
Calculating gross pay and annual salaries may include:	• allowances • annual leave loading • appropriate pay structure • deductions • employment history cards

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• FBT • FBT returns • long service leave • overtime • penalty rates • salary packaging items • salary sacrificing • sick leave • time sheets
Statutory and voluntary deductions may include:	• HECS • HELP • insurance • Medicare levy • PAYG tax • payroll tax • superannuation levy • union fees
Designated time lines may include:	• Australian Taxation Office time lines for submission such as group tax, fringe benefits tax • Business Activity Statement (BAS) • stipulated time period before employee departs organisation • stipulated time period before pay is due to employees • organisational time lines
Nominated creditors may include:	• Australian Taxation Office • government agencies • health funds • membership organisations • those nominated as part of salary packaging • union • vehicle leasing organisations

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Finance - Financial Management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFRA401B Manage compliance with franchisee obligations and legislative requirements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to comply with obligations set out in the franchising agreement and with relevant legislative requirements specific to the type of franchise. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to franchisees who require a broad knowledge of franchisee obligations and legislative requirements and who use this knowledge to develop compliance strategies. Franchisors will have their needs met in this area by BSBFRA501B Establish a franchise operation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine franchisee obligations and legislative requirements	1.1. Identify ***obligations under franchising agreement*** 1.2. Identify relevant ***legislative requirements*** 1.3. Access codes of practice and material that interprets and explains obligations and legislative requirements 1.4. Clarify obligations and legislative requirements with franchisor and relevant ***government*** and licensing agencies
2. Develop strategies for compliance with franchisee obligations and legislative requirements	2.1. Analyse available information on obligations and legislative requirements to develop ***strategies*** for compliance 2.2. Check strategies with franchisor to determine suitability to operate franchise within obligations and legislative requirements 2.3. Use strategies to develop regular, cyclical ***compliance checks*** 2.4. Complete ***training*** to facilitate compliance requirements
3. Undertake scheduled compliance checks	3.1. Communicate compliance requirements to staff 3.2. Delegate compliance checks to relevant staff and provide training and support for staff to carry out these checks 3.3. Record timing and outcomes of compliance checks according to organisational requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.4. Identify instances of non-compliance from compliance checks
4. Act on identified instances of non compliance with franchisee obligations and legislative requirements	4.1. Determine courses of action to address instances of non-compliance 4.2. Seek assistance of franchisor or other relevant parties to address non-compliance 4.3. Take action to address non-compliance 4.4. Make checks to ensure non-compliance has been addressed 4.5. Monitor compliance in a specific area to ensure continuing compliance 4.6. Analyse reasons for non-compliance to guide future compliance

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- communication and negotiation skills to establish franchisee obligations
- problem-solving skills to address non-compliance
- research skills to access necessary information.

Required knowledge

- occupational health and safety (OHS) requirements:
  - specific to nature and type of franchise
  - generic to all workplaces
- other relevant legislation, codes of practice and national standards, for example:
  - legislation covering fire safety, employment of staff and anti-discrimination, dangerous goods, liquor licensing, food safety
  - Franchising Code of Conduct
- franchise specific obligations:
  - as per franchise agreement
  - as per updates and amendments to agreement over time
- auditing requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• penalties for non-compliance and context for franchisee obligations and legislative requirements.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • schedule of checks being undertaken associated with a broad statement of strategies to ensure compliance • compliance check schedule and examples of checks made • documented actions to address instances of non-compliance • demonstrated support to staff to assist with compliance • knowledge of relevant legislation, codes of practice and national standards.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of real franchisee agreements and related documentation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of action taken to address non-compliance • oral or written questioning to assess knowledge of franchisee arrangements • evaluation of strategies developed for compliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• review of documentation recording timing and outcomes of compliance checks.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Obligations under franchising agreement may include:	• area of operations or limits to region or territory • fees and pricing structures • fees paid to franchisor • financial controls • franchise corporate image requirements and branding • limits on trading of other products and services that are outside franchise operations • merchandising requirements • quality assurance requirements • reporting of income, sales or turnover • stock control and inventory requirements, and reporting of this information
Legislative requirements may include:	• Australian Taxation Office requirements, including requirements to register as a business and obtain an (Australian Business Number) ABN • Dangerous Goods Act requirements • fire regulations • food safety requirements • Liquor Licensing Act requirements • local government planning and land use zoning regulations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• OHS requirements • other legislative requirements specific to the nature and type of franchise • relevant permits, licences and completion of training programs such as in safe food handling • requirements under employment legislation
Government may include:	• commonwealth • local government • state/territory
Strategies may be:	• broad statements of requirements for compliance • used to develop specific work procedures and compliance checks
Compliance checks may be:	• continuous, daily, weekly, monthly as required to ensure compliance • logged in specific logbook or checked against checklists and filed as required • undertaken by franchisee or staff delegated with specific tasks
Training may include:	• a cyclical schedule (such as yearly refresher courses and product knowledge workshops) • legislative requirements such as first aid, OHS, food handling • specifications in the initial franchise agreement

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Franchising

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFRA403B Manage relationship with franchisor

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage the business relationship with the franchisor and oneself as the franchisee. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to franchisees who need to develop good working relationships with their franchisor within the Franchising Code of Conduct. BSBFRA504B Manage relationships with franchisees, is the relevant unit for franchisors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish relationship with franchisor	1.1. Identify the ***franchisor's representative/s or liaison person/s*** 1.2. Identify ***communication channels*** with the franchisor's representative/s or liaison person/s 1.3. Establish ***schedule of contact*** with the franchisor's representative/s or liaison person/ 1.4. Hold initial meeting with the franchisor's representative/s or liaison person/s to initiate ongoing relationship 1.5. Ensure participation in the franchisee advisory council meetings and relevant activities
2. Determine services available from franchisor	2.1. Consult with the franchisor's representative/s or liaison person/s to determine the range of ***services available through the franchisor*** 2.2. Establish schedule for accessing services of the franchisor 2.3. Access services available through the franchisor according to schedule and as needs arise in the course of business operations 2.4. Maintain currency of information relating to services available through the franchisor
3. Implement strategies for meeting	3.1. Identify ***franchisee financial obligations*** to the franchisor

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
franchisor financial obligations	3.2. Develop and implement strategies and procedures to meet franchisee financial obligations 3.3. Undertaken planning to facilitate ***ongoing management of franchise***
4. Resolve disputes with franchisor	4.1. Identify disputes with the franchisor and enter into negotiations with the franchisor's representative/s or liaison person/s in line with complaints handling procedure as described in the Franchising Code of Conduct 4.2. Seek assistance of third parties or mediators to facilitate resolution of disputes arising with the franchisor and in line with the complaints handling procedure 4.3. Resolve disputes and document courses of agreed action 4.4. Implement agreed courses of action to resolve disputes 4.5. Use lessons learned from disputes to guide future business operations and to facilitate positive relationships with the franchisor

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • communication and negotiation skills to resolve disputes • problem-solving skills to address disputes arising in the course of business operations.
Required knowledge

• occupational health and safety (OHS) requirements:
  • specific to nature and type of franchise
  • generic to all workplaces
  • specific to own safety such as manual handling
• legislation, codes of practice and national standards, for example:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• Franchising Code of Conduct • legislation covering fire safety, OHS, employment of staff, company law, anti-discrimination and fair trading • required permits (under commonwealth, state/territory and local government regulations and legislation) • franchise specific obligations as per franchise agreement, specifically financial obligations.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • implementing processes to manage the relationship between franchisor and self • identifying and resolving disputes • financial planning to meet franchisor requirements • knowledge of relevant legislation, codes of practice and national standards.
Context of and specific resources for assessment	Assessment must ensure: • access to business documentation • access to feedback from franchisor • access to an actual workplace or simulated environment • access to equipment and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • evaluation of strategies and procedures implemented to meet franchisee financial obligations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• analysis of responses to case studies and scenarios • observation of presentations • oral or written questioning to assess knowledge of franchising arrangements • review of documented courses of agreed action taken to resolve disputes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Franchisor's representative/s or liaison person/s may include:	• franchisor's appointed representative • specialist personnel within franchisor organisation including financial advisers, training personnel and marketing advisers
Communication channels may include:	• email address • meeting schedules • mobile and office based telephone numbers • other emergency contact channels • pager number • workshops for franchisees
Schedule of contact may include:	• occasional visits • regular meetings • training schedules and franchisee network meetings • visits by representative/s
Services available through the franchisor may include:	• equipment repair and replacement • financial advise • IT support • market intelligence • marketing and promotional activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• product updates • purchasing of stock • training programs
Franchisee financial obligations may include:	• payment schedules • fixed price • percentage of turnover • percentage of income
Ongoing management of franchise may include:	• planning for life of agreement • planning for extinction of agreement

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Franchising

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFRA502B Manage a franchise operation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage a franchise operation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to franchisors managing an existing franchise operation to support franchisees and meet franchisor obligations under the particular franchising agreement entered into with those franchisees.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish procedures for managing a franchise operation	1.1. Determine obligations of both parties under franchising agreement 1.2. Develop procedures for ensuring compliance with ***franchising obligations*** and ***legislative requirements*** 1.3. Develop and communicate to franchises ***reporting requirements*** for franchisees
2. Implement procedures for managing a franchise operation	2.1. Implement procedures for franchises to ensure compliance with franchising obligations and legislative requirements 2.2. Identify instances of non-compliance and act upon them in conjunction with franchises 2.3. Monitor reports from franchises for completeness, accuracy and timeliness of submission 2.4. Identify potential disputes with franchises and take action to resolve potential disputes before they eventuate 2.5. Resolve disputes that eventuate and reach an agreed settlement within established procedures as documented in the Franchising Code of Conduct
3. Review a franchise operation	3.1. Use monitoring of franchises to inform review process for franchise operation 3.2. Identify improvements in franchise operation and management of franchises from monitoring

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	franchises' business operations 3.3. Make recommendations to improve the effectiveness of the franchise operation and individual franchises

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • marketing skills to promote new franchises • problem-solving skills to resolve issues in commencement of operations and new franchises • communication and negotiation skills to address potential disputes • analysis skills to monitor and review franchise performance.
Required knowledge

• legislation, codes of practice and national standards relating to occupational health and safety (OHS), company law, fair trading, anti-discrimination and other areas specific to the franchise operation
• Franchising Code of Conduct
• franchise specific obligations:
  • as per franchise agreement
  • as per updates and amendments to the agreement over time.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and	Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
evidence required to demonstrate competency in this unit	• documenting franchising agreement, including franchisee obligations • taking action to ensure franchisee compliance with obligations and addressing non-compliance • improving franchise operations based on feedback and monitoring activities • knowledge of relevant legislation, codes of practice and national standards.
Context of and specific resources for assessment	Assessment must ensure: • access to business documentation • access to feedback from franchisees • access to an actual workplace or simulated environment • access to office equipment and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of procedures implemented for franchises to ensure compliance with franchising obligations and legislative requirements • analysis of responses to case studies and scenarios • demonstration of techniques • observation of presentations • oral or written questioning to assess knowledge of franchising arrangements.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBFRA501B Establish a franchise operation.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Franchising obligations may include:	• fees and pricing structures • franchise corporate image requirements and branding • merchandising requirements • quality assurance requirements • reporting of income, sales and turnover • stock control and inventory requirements, and reporting of this information
Legislative requirements may include:	• Australian Taxation Office requirements, including requirements to register as a business and obtain an Australian Business Number (ABN) • Dangerous Goods Act requirements • fire regulations • food safety requirements • Liquor Licensing Act requirements • local government planning and land use zoning regulations • OHS requirements • other legislative requirements specific to the nature and type of franchise • relevant permits, licences and completion of training programs such as in safe food handling • requirements under employment legislation
Reporting requirements may include:	• accident and incident reporting and recording • customer numbers and turnover • income, expenditure and other financial reports • stock levels and inventory control

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Management and Leadership - Franchising

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITA401A Design databases

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need using existing data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who create databases to store and retrieve data using commercially available database software. They may provide administrative support within an enterprise, or may be independently responsible for designing databases relevant to their own work roles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Design database	1.1. Review ***organisational and task requirements*** to confirm ***scope and functionality of database*** design, including data redundancy 1.2. Develop a logical data model to identify and classify data into types 1.3. Select appropriate ***software*** according to organisational and task requirements and required scope and functionality of database 1.4. Confirm database design with ***appropriate person***
2. Develop database	2.1. Set field attributes according to data type and link databases by a common field in accordance with software procedures 2.2. Identify primary key to uniquely identify data 2.3. Identify foreign keys to establish associations between data 2.4. Use ***software functions*** and ***formulae*** to meet organisational and task requirements 2.5. Create password and access system according to organisational and task requirements
3. Develop queries, forms and reports	3.1. Develop queries as required by organisational and task requirements 3.2. Develop input screens or forms in order to access required data

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3. Develop reports according to organisational and task requirements
4. Test and finalise database	4.1. Populate database with sample dataset for testing 4.2. Assess and document effectiveness of data relationships, queries forms and reports 4.3. Address any errors in database design 4.4. ***Name and store*** database in accordance with organisational requirements and exit the application without data loss or damage 4.5. Confirm database readiness with appropriate person

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to interpret and evaluate the purposes and features of databases
- numeracy skills to utilise software functions and formulae, and to establish data relationships and queries
- planning and organising skills to establish database design
- problem-solving skills to address inconsistencies in database design and data relationships.

Required knowledge

- advanced functions of database software applications
- impact of formatting and design on the presentation and readability of data
- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • producing a database containing a minimum of three tables and incorporating queries, reports and forms • knowledge of advanced functions of database software app.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources • access to sample data.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of databasedesign • review of database testing • demonstration of techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • IT use units • other IT analysis and design units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Organisational and task requirements may include:	• business requirements • consistent corporate image, including colour schemes and company logo • established guidelines and procedures for data usage • existing database templates • final output requirements for data • house styles • observing copyright legislation • organisation name, time, date, document title, filename or other fields in headers and footers • technical operating environment and platform
Scope and functionality of database may include:	• concurrency of access requirements • data relationships • data structures • forms • queries • reports • screens • security features • table relationships
Software may include:	• commercial software applications • organisational specific software
Appropriate person may include:	• clients • colleagues • supervisors
Software functions may include:	• adding, deleting, moving, re-labelling fields • altering field widths • calculations, formula • data protection • field definitions and attributes • formatting fields • formatting text • headers and footers • inserting and deleting blank lines and spaces • macros • append

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• delete • edit • exit • list • print • query • report • repeating (if available) • table, form and report wizards
Formulae may include:	• formulae • addition • average • combinations of formulae • count • division • maximum • minimum • multiplication • subtraction • sum
Naming and storage may include:	• authorised access • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of spreadsheets • security • storage in folders and sub-folders • storage on disc drives, CD-ROM, USBs, tape or server back-up

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Information and Communications Technology - IT Analysis and Design

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU102A Develop keyboard skills

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop basic keyboard skills using touch typing techniques. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals developing skills and knowledge of basic keyboarding techniques in preparation for working in a broad range of settings.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Use safe work practices	1.1. Adjust workspace, furniture and equipment to suit user ***ergonomic requirements*** 1.2. Ensure ***work organisation*** meets organisational and occupational health and safety (OHS) requirements for computer operation
2. Identify and develop keyboard skills	2.1. Identify and apply keyboard functions for both alpha and numeric keyboard functions 2.2. Apply ***touch typing technique*** to complete a task 2.3. Develop ***speed and accuracy*** in accordance with workplace requirements for level of responsibility
3. Check accuracy	3.1. Proofread document carefully to identify errors 3.2. Amend document, correct errors and complete a final accuracy check

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback • literacy skills to identify work requirements, to comprehend basic workplace documents, and to produce and proofread simple documents • problem-solving skills to solve routine problems in the workplace, while under direct supervision • technology skills to use equipment safely while under direction, and to use basic keyboard, touch typing and mouse skills to produce simple documents.
Required knowledge
• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as OHS • organisational benchmarks for keyboarding.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • applying touch typing technique to enter alphanumeric characters • safely using keyboard.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of workplace documentation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • demonstration of techniques

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• oral or written questioning to assess knowledge of keyboard operations and functions • review of completed documents.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBITU101A Operate a personal computer • other general administration units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation may include:	• exercise breaks • mix of repetitive and other activities • rest periods • visual display unit (VDU) eye testing
Touch typing technique may vary according to:	• level of competency of operator • workplace requirements
Speed and accuracy must be:	• consistent with degree of experience of operator • relevant to level of responsibility

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU201A Produce simple word processed documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to produce documents	1.1. Use safe work practices to ensure ***ergonomic***, ***work organisation***, energy and resource ***conservation requirements*** are addressed 1.2. Identify ***document*** purpose, audience and presentation requirements, and clarify with relevant personnel as required 1.3. Identify ***organisational*** and task ***requirements*** for document layout and design
2. Produce documents	2.1. ***Format*** document using appropriate ***software functions*** to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements 2.2. Use system features to identify and manipulate ***screen display options and controls*** 2.3. Use manuals, user documentation and online help to overcome problems with document presentation and production
3. Finalise documents	3.1. Ensure final document is previewed, ***checked***, adjusted and ***printed*** in accordance with organisational and task requirements 3.2. Ensure document is prepared within ***designated time lines*** and organisational requirements 3.3. ***Name and store document*** in accordance with organisational requirements and exit application

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	without information loss/damage

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to clarify document requirements • editing and proofreading skills to check own work for accuracy • keyboarding skills to enter text and numerical data • literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of correspondence • problem-solving skills to solve routine problems.
Required knowledge
• formatting styles and their effect on formatting, readability and appearance of documents • purpose, use and function of word processing software • organisational requirements for ergonomics, work periods and breaks, and conservation techniques • organisational style guide.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of simple word processing functions, standard document layout and design principles • production of a minimum of three simple, word processed documents.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of word processed documents and style guides.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of formatted document • review of final document • demonstration of techniques • oral or written questioning to assess knowledge of word processing software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation requirements may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Conservation requirements may include:	• disposing of non-confidential waste paper in recycling bins • double-sided paper use • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Documents may include:	• agendas • briefing papers • envelopes • faxes • labels • letters • mail merges • memos • minutes • short reports • simple one-page flyers • standard form letters
Organisational requirements may include:	• company colour scheme • company logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • observing copyright legislation • organisation name, time, date, document title, filename etc. in header/footer • templates
Formatting may include:	• alignment on page • columns • company logo/letterhead

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• enhancements to format - borders, patterns and colours • enhancements to text - colour, size, orientation • headers/footers • margins • page orientation
Software functions may include:	• default settings • document protection • grammar check • headers/footers • indent • line spacing • page numbers • page set up • paragraph formatting • spell check • tabs • text formatting
Screen display options and controls may include:	• layout view • maximise/minimise • normal view • page view • print preview • ruler • toolbars • zoom percentage
Checking may include:	• accuracy of information • consistency of layout • ensuring instructions with regard to content and format have been followed • grammar • proofreading • spelling, electronically and manually
Printing may include:	• basic print settings • multiple copies • odd or even pages • print preview • printer setup • specified pages • whole document

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Designated time lines may include:	• organisational time line e.g. deadline requirements • time line agreed with internal/external client • time line agreed with supervisor/person requiring document/s
Naming and storing documents may include:	• appropriate file type • authorised access • file names according to organisational procedure e.g. numbers rather than names • file names which are easily identifiable in relation to the content • file/directory names which identify the operator, author, section, date etc. • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of documents • security • storage in folders/sub-folders • storage on hard/floppy disk drives, CD-ROM, tape back-up

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU202A Create and use spreadsheets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly create and use spreadsheets and charts through the use of spreadsheet software. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of creating spreadsheets in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select and prepare resources	1.1. Adjust workspace, furniture and equipment to suit user ***ergonomic***, ***work organisation*** and occupational health and safety (OHS) ***requirements*** 1.2. Use energy and resource ***conservation techniques*** to minimise wastage in accordance with organisational and statutory requirements 1.3. Identify ***spreadsheet task requirements*** and clarify with relevant personnel as required
2. Create simple spreadsheets	2.1. Ensure ***data*** is entered, ***checked*** and amended in accordance with organisational and task requirements, to maintain consistency of design and layout 2.2. ***Format*** spreadsheet using ***software functions***, to adjust page and cell layout to meet information requirements, in accordance with organisational style and presentation requirements 2.3. Ensure ***formulae*** are used and tested to confirm output meets task requirements, in consultation with appropriate personnel as required 2.4. Use manuals, user documentation and online help to overcome problems with spreadsheet design and production
3. Produce simple charts	3.1. Select ***chart type*** and design that enables valid representation of numerical data and meets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	organisational and task requirements 3.2. Create chart using appropriate data range in the spreadsheet 3.3. Modify chart type and layout using formatting ***features***
4. Finalise spreadsheets	4.1. Ensure spreadsheet and any accompanying charts are previewed, adjusted and ***printed*** in accordance with organisational and task requirements 4.2. Ensure data input meets ***designated time lines*** and organisational requirements for speed and accuracy 4.3. Name and ***store*** spreadsheet in accordance with organisational requirements and exit the application without data loss/damage

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to clarify requirements of spreadsheet • editing and proofreading skills to check own work for accuracy • keyboarding skills to enter text and numerical data • literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of spreadsheets • numeracy skills to create and use spreadsheet formulae.
Required knowledge
• formatting of workplace documents • organisational requirements for ergonomic standards, work periods and breaks, and conservation techniques • organisational guidelines on spreadsheet manipulation and processing • purpose and range of use of spreadsheet functions.

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • designing a minimum of two spreadsheets • using cell-based formulae • creating charts using relevant data • knowledge of purpose and range of use of spreadsheet functions.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of spreadsheets and simple formulae.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of final spreadsheets • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of spreadsheet software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation requirements may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Conservation techniques may include:	• double-sided paper use • recycling used and shredded paper • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Spreadsheet task requirements may include:	• data entry • output • presentation • storage
Data may include:	• numbers • text
Checking may include:	• accuracy of data • accuracy of formulae with calculator • ensuring instructions with regard to content and format have been followed • proofreading • spelling, electronically and manually
Formatting may include:	• alignment on page • efficiency of formulae • enhancements to format - borders, patterns and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	colours • enhancements to text • headers/footers • use of absolute and relative cell addresses • use of cell addresses in formulae
Software functions may include:	• adding/deleting columns/rows • formatting cells • formatting text • headers/footers • sizing columns/rows
Formulae may include:	• absolute cell referencing and/or mixed references • average • division • maximum • minimum • multiplication • subtraction • sum • combinations of above
Chart types may include:	• area • bar • column • exploded pie • line • pie and 3-D pie • scatter/bubble • stacked/multiple bar • stacked, 3-D column
Features may include:	• axes • axis title • borders • chart title • colours • data labels • data tables • fills • gridlines • legend • lines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• patterns
Printing may include:	• fit on one page • fit specific number of pages • with formulae • with values
Designated time lines may include:	• organisational time line e.g. financial requirements • time line agreed with internal/external client • time line agreed with supervisor/person requiring spreadsheet
Storing data may include:	• authorised access • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of spreadsheets • security • storage in electronic folders/sub-folders • storage on CD-ROM, zip drives, USB memory

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

BSBITU203A Communicate electronically

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who use business technology to perform a range of routine tasks to communicate with co workers, customers or others. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Implement procedures to send and receive electronic mail	1.1. Log in to ***software*** for sending and receiving email in accordance with ***organisational requirements*** 1.2. ***Check outgoing email for accuracy*** and ensure any required ***attachments*** are prepared, in accordance with organisational and service provider requirements 1.3. Identify urgent, confidential, personal, ***suspicious or potentially dangerous email*** and take appropriate actions 1.4. ***Deal with returned email*** in accordance with organisational policies and procedures
2. Manage electronic mail	2.1. Set security levels and/or filters for incoming email in accordance with organisational requirements 2.2. Create and maintain individual mailboxes in accordance with organisational requirements 2.3. ***Store email*** and/or attachments in accordance with organisational requirements 2.4. Empty inboxes and archive or permanently delete in accordance with organisational requirements 2.5. Prepare and maintain electronic ***mailing lists*** in accordance with organisational requirements
3. Collaborate online	3.1. Identify software to be used in collaboration 3.2. Ensure ***online collaboration*** is undertaken in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	accordance with organisational policy, procedures and ***net etiquette*** (netiquette) 3.3. Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to request advice, to receive feedback and to work with a team • literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to draft simple correspondence • problem-solving skills to solve routine technology problems.
Required knowledge

• different methods of electronic communication
• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • privacy laws
  • occupational health and safety.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • sending and receiving email for a range of purposes • attaching and removing documents to email • using software applications to collaborate online • knowledge of relevant legislation.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to software applications likely to be used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of electronic communication methods and tools • review of attachments prepared for email • review of electronic mailing lists • evaluation of postings and responses to online discussions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
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) may also be included.	

Software may include:	• mobile or wireless software applications:
	  • personal digital assistants (PDA)
	  • mobile phones
	  • text messaging (SMS/TXT)
	  • multimedia messaging (MMS)
	  • internet relay chat (IRC)
	• personal computer-based software applications:
	  • email applications
	  • web-based email services
	  • chat applications
	  • internet discussion groups/boards/chat rooms
	  • intranet discussion groups/boards/chat rooms

Organisational requirements may include:	• carbon copies or blind carbon copies • concise, relevant subject line • electronic signature • form of address • formality/informality of language, tone and structure • including original message in the reply • length of emails (i.e. short and to the point) • net ethics • net etiquette(netiquette) • requesting read receipt • sender's name and address
Checking outgoing email for accuracy may include checking:	• clarity of intended meaning • completeness • content • grammar • punctuation • recipient's address • spelling • structure
Attachments may include:	• PDFs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• pictures • spreadsheets • word processed documents • any electronic file
Suspicious or potentially dangerous email may include:	• attachments • email where sender is unknown, and subject line is enticing and/or personal (e.g. urging the receiver to open immediately) • particular file extensions • spam (unsolicited commercial email or junk email) • unsolicited email containing viruses
Dealing with returned email may include:	• checking email address • checking size of attachment/s • re-sending • sending message by other means e.g. facsimile, post • telephoning addressee
Storing email may include:	• email application software • paper-based filing system • specialised recordkeeping, spreadsheet or database software
Mailing lists may include:	• database or spreadsheet records • electronic address books • word processing tables or data files
Online collaboration may include:	• chat rooms • email communications • instant messaging • intranet
Net etiquette may include:	• accepted (not mandated) rules for being a good net citizen (netizen) • adjust to the style and tone of discussion groups • be forgiving of other's mistakes • do not abuse your power • if you would not do it in real life do not do it in cyberspace • keep flames under control (flaming is making personal attacks on others) • look good online (spelling, grammar, and have

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	something worth saying) • protocols for discussion groups • remember you are dealing with real people not computers • respect copyright • respect other people's privacy • respect other's time and bandwidth • share expert knowledge

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU301A Create and use databases

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who develop and use simple databases to store and retrieve data. They may provide administrative support within an enterprise, or may be independently responsible for the storage and retrieval of data relating to their own work roles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Create a simple database	1.1. Design a simple database, with at least two tables, using a ***database application***, ***basic design principles***, ***software functions*** and ***simple formulae*** 1.2. Develop a table with fields and attributes according to database usage, as well as ***data*** considerations and user requirements 1.3. Create a primary key for each table 1.4. Modify table layout and field attributes as required 1.5. Create a relationship between the two tables 1.6. ***Check and amend data*** entered, in accordance with organisational and task requirements
2. Create reports and queries	2.1. Determine information output, database tables to be used and ***report layout*** to meet task requirements 2.2. Determine data groupings, search and sort criteria to meet task requirements 2.3. Run reports and queries to check that results and formulae provide the required data 2.4. Modify reports to include or exclude additional requirements
3. Use database	3.1. Ensure data input meets ***designated time lines*** and organisational requirements for speed and accuracy 3.2. Use manuals, user documentation and online help to overcome problems with database design and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	production 3.3. Preview, adjust and ***print*** database reports or forms in accordance with organisational and task requirements 3.4. Name and ***store databases***, in accordance with organisational requirements, and exit application without data loss or damage 3.5. Prepare and distribute reports to appropriate person in a suitable format

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• numeracy skills to create simple queries and to use simple formulae • planning and organising skills to develop effective databases • problem-solving skills to address inconsistencies in data and issues in database, and to query structures.
Required knowledge

• key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • privacy laws
  • occupational health and safety
• organisational requirements relating to data entry, storage and presentation.

Evidence Guide

EVIDENCE GUIDE
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • creating simple databases and queries • manipulating data using queries • formatting data into a final version.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to sample data.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • demonstration of techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • administration units • other information and communications technology units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Database applications may include:	• commercial database applications • organisational specific database applications
Basic design principles may include:	• naming conventions • data layout • formatting • database use • required output • reporting and presentation requirements
Software functions may include:	• adding, deleting, moving, re-labelling fields • altering field widths • calculating, using formula • data protection • field definitions and attributes • formatting fields • formatting text • headers and footers • inserting and deleting blank lines and spaces • repeating (if available) • table, form and report wizards
Simple formulae may include:	• average • count • division • maximum • minimum • multiplication • subtraction • sum • combinations of above
Data may include:	• numbers • text
Checking and amending data may include:	• accuracy of data • accuracy of formulae with calculator • ensuring instructions with regard to content and format have been followed • outcome of sorting or filtering • proofreading • spelling, electronically and manually
Report layout may include:	• alignment on page • columns

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• enhancements to format - borders, patterns and colours • enhancements to text • formatting provided through use of a wizard or other automated process • headers/footers • logical ordering of data • tables
Designated time lines may include:	• time line agreed with internal or external client • time line agreed with supervisor or person requiring database
Printing may include:	• forms • queries • records • reports • tables
Storing databases may include:	• authorised access • filing locations • naming conventions • organisational policy for backing up files • organisational policy for filing hard copies of databases • security • storage in electronic folders and sub-folders • storage on disk drives, CD-ROM, back-up tapes

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and communications Technology - IT use

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU302A Create electronic presentations

Modification History

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

This unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Employability Skills Information

This unit contains employability skills.

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare to create presentation	1.1 Organise personal work environment in accordance with **ergonomic requirements**
	1.2 Determine purpose, audience and **mode of presentation** in consultation with content author or presenter
	1.3 Identify **presentation requirements** in terms of supporting documents, transparencies and equipment
	1.4 Apply **work organisation strategies** and **energy and resource conservation techniques** to plan work activities
2 Create presentation	2.1 Design slides, notes and handout masters to incorporate **organisational and task requirements** in relation to image and preferred style, avoiding **distractions**
	2.2 Use **software functions** for consistency of design and layout, to meet identified presentation requirements
	2.3 Balance **presentation features** for visual impact and emphasis
	2.4 Use **advanced software features** to streamline and customise the presentation for different audiences
	2.5 Prepare presentations within **designated time lines**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

3 Finalise presentation	3.1 Use manuals, user documentation and online help to overcome problems with design and production
	3.2 Check presentation for spelling, consistency in presentation features and style, in accordance with task requirements
	3.3 Print **presentation materials** in accordance with presenter or audience requirements
	3.4 **Store presentation,** in accordance with organisational requirements and exit the application without information loss or damage

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

communication skills to clarify requirements of documents

keyboarding skills to enter text and numerical data

literacy skills to read and understand organisational procedures, to use screen layout to support text structure, and to proofread and edit documents

problem-solving skills to use processes flexibly and interchangeably.

Required knowledge

key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:

anti-discrimination legislation

ethical principles

codes of practice

privacy laws

occupational health and safety

effect of design features on readability and appearance of electronic presentations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: creating at least two electronic presentations
Context of and specific resources for assessment	Assessment must ensure: access to an actual workplace or simulated environment access to office equipment and resources access to examples of electronic presentations and style guides.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate review of presentation materials demonstration of techniques oral or written questioning to assess knowledge of word processing software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: other business services units.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Ergonomic requirements may include:	avoiding radiation from computer screens
	chair height, seat and back adjustment
	document holder
	footrest
	keyboard and mouse position
	lighting
	noise minimisation
	posture
	screen position
	workstation height and layout
Mode of presentation may include:	available for browsing by individuals
	display on one computer, control from another
	online, internet, intranet
	conference presentation
	self-running presentation
	speaker
Presentation requirements may include:	35 mm slides
	annotation pen
	computer equipment and peripherals for on-screen presentation
	data show
	digital pointer
	handouts
	internet access
	laptop computer
	network access
	outlines
	overhead projector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	overhead transparencies
	paper printouts of presentation or slide show
	slide projector
	speaker notes
	video projector/s
	world wide web documents
Work organisation strategies may include:	exercise breaks
	mix of repetitive and other activities
	rest periods
Energy and resource conservation techniques may include:	double-sided paper use
	recycling used and shredded paper
	re-using paper for rough drafts (observing confidentiality requirements)
	using power-save options for equipment
Organisational and task requirements may include:	company colour scheme
	company logo
	corporate image
	music
	organisation name, time, date, occasion etc. in header/footer
	organisational video clip
Distractions may include:	heavy colour
	insufficient colour separation (background to text)
	irrelevant animation
	multiple transitions
	overly busy background
	overuse of sound
	too many words or pictures per slide
	too small fonts
Software functions may include:	backgrounds
	colour schemes
	creating templates

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	handout master
	importing outlines from other applications
	importing images and graphics
	notes master
	placeholders
	slide master
Presentation features may include:	animation
	charts
	graphics
	headlines or titles
	illustrations
	logos
	music
	objects
	pace
	pictures
	sound
	text content
	timing
	transitions
	video clips
Advanced software features may include:	agenda slides
	presentation within a presentation - custom show
Designated time lines may include:	organisational time line e.g. conference deadline requirements
	timeline agreed with internal or external client
	timeline agreed with supervisor or person requiring presentation
Presentation materials may include:	handouts
	outlines
	overhead transparencies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	paper printouts of presentation/slide show
	speaker notes
	35 mm slides
	world wide web documents
Storing presentations may include:	authorised access
	filing locations
	organisational policy for backing up files
	organisational policy for filing hard copies
	security
	storage in folders or sub-folders
	storage on disk drives, USB, CD-ROM, backup tapes, server

Unit Sector(s)

empty

empt

Competency field

Information and Communications Technology - IT Use

Information and Communications Technology - IT Use

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU305A Conduct online transactions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of conducting online transactions to provide technical advice and support to a team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and investigate online service provider	1.1. Undertake online research to identify ***suppliers*** of required ***products***/***services*** 1.2. Assess service provider ***confidentiality***, ***security*** and ***privacy*** facilities in accordance with individual and organisational requirements 1.3. Assess potential products/services for authenticity
2. Perform online transactions	2.1. Confirm organisational requirements for products/services to be obtained 2.2. Ensure authentication information is secured in accordance with organisational requirements 2.3. Use appropriate online functions to obtain required products/services 2.4. Report any difficulties in accessing or using online facilities to the service provider 2.5. Complete transaction and ensure that products/services are received in accordance with terms of online transaction
3. Maintain records of online transactions	3.1. Maintain records of transactions in accordance with organisational policy, procedures and level of authority 3.2. Compare organisational records with online records and deal with irregularities according to organisational policy and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
4. Review online transactions	4.1. Review obtained products/services rendered to determine quality, timeliness and level of customer service in relation to advertised profile 4.2. Make recommendations regarding continued or future use of online service provider, as supported by transaction history

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to negotiate with online service provider/s.
- literacy skills to read and analyse information for its relevance and sufficiency, and to follow policies and procedures
- numeracy skills to work with and evaluate monetary figures
- technology skills to operate computer and software appropriate to transaction being performed.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety
- policies and procedures relating to use of the internet and online purchasing
- service provider requirements
- legal and ethical requirements relating to a range of online transactions.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • identification and selection of appropriate services to meet defined needs • use of appropriate security considerations • knowledge of policies and procedures relating to the use of the internet and online purchasing.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of legal and ethical requirements relating to a range of online transactions • review of recommendations made regarding continued or future use of online service provider.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other information and communications technology units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Suppliers may include:	• banks or other financial institutions • e-auction • e-brokerage service • e-mail • e-procurement service • e-shop • third party marketplace
Products*/*services may include:	• financial services • goods • insurance • loans • shares

Confidentiality*, *security and privacy may include:	• access to independent reviews of financial services such as:
	  • Australian Competition and Consumer Commission (ACCC)
	  • Financial Planning Association of Australia (FPA)
	• authentication services
	• disclaimers
	• firewall protection
	• jurisdiction
	• level of encryption
	• limit of liability
	• personal identification number (PIN)
	• physical site security of web server
	• receipting
	• terms and conditions of website use
	• use of 'cookies' - small files automatically downloaded from a web server to the computer of someone browsing a website - information stored in cookies can be accessed any time computer returns to the site
	• user name and password
	• warranties

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU306A Design and produce business documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select and prepare resources	1.1. Select and use appropriate ***technology*** and ***software*** applications to produce required ***business documents*** 1.2. Select layout and style of publication according to information and ***organisational requirements*** 1.3. Ensure document design is consistent with company and/or client requirements, using basic design principles 1.4. Discuss and clarify format and style with person requesting document/publication
2. Design document	2.1. Identify, open and generate files and records according to task and organisational requirements 2.2. Design document to ensure efficient entry of information and to maximise the presentation and appearance of information 2.3. Use a range of ***functions*** to ensure consistency of design and layout 2.4. Operate ***input devices*** within designated requirements
3. Produce document	3.1. Complete document production within designated time lines according to organisational requirements 3.2. Check document produced to ensure it meets task requirements for style and layout 3.3. Store document appropriately and save document to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	avoid loss of data 3.4. Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production
4. Finalise document	4.1. Proofread document for readability, accuracy and consistency in language, style and layout prior to final output 4.2. Make any modifications to document to meet requirements 4.3. ***Name*** and ***store*** document in accordance with organisational requirements and exit the application without data/loss damage 4.4. Print and present document according to requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- keyboarding and computer skills to complete a range of formatting and layout tasks
- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread documents to ensure clarity of meaning and conformity to organisational requirements
- numeracy skills to access and retrieve data
- problem-solving skills to determine document design and production processes.

Required knowledge

- appropriate technology for production requirements
- functions and features of contemporary computer applications
- organisational policies, plans and procedures
- organisational requirements for document design e.g. style guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • designing and producing a minimum of 3 completed business documents, using at least 2 software applications in the production of each document • using appropriate data storage options • knowledge of the functions and features of contemporary computer applications.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of style guides and organisational procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of final printed documents • demonstration of techniques • observation of presentations • oral or written questioning to assess knowledge of software applications.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Technology may include:	• computers • photocopiers • printers • scanners
Software may include:	• accounting packages • database packages • presentation packages • spreadsheet packages • word processing packages
Business documents may include:	• accounts statements • client databases • newsletters • project reviews • proposals • reports • web pages
Organisational requirements may include:	• budgets • correctly identifying and opening files • legal and organisational policies, guidelines and requirements • locating data • log-on procedures • manufacturers' guidelines • occupational health and safety policies, procedures and programs • quality assurance and/or procedures manuals • saving and closing files • security • storing data
Functions may include:	• alternating headers and footers • editing • merging documents

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• spell checking • table formatting • using columns • using styles
Input devices may include:	• keyboard • mouse • numerical key pad • scanner
Naming documents may include:	• appropriate file type • authorised access • file names according to organisational procedure e.g. numbers rather than names • file names which are easily identifiable in relation to the content • file/directory names which identify the operator, author, section, date etc. • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of documents • security
Storing documents may include:	• storage in directories and sub-directories • storage on CD-ROMs, disk drives or back-up systems • storing/filing hard copies of computer generated documents • storing/filing hard copies of incoming and outgoing facsimiles • storing/filing incoming and outgoing correspondence

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU309A Produce desktop published documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to design and produce desktop published documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who work in a range of environments and require skills in desktop publishing. They may work as individuals providing administrative support within an enterprise, or may be technical or knowledge experts responsible for the production of their own documents.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to produce desktop published documents	1.1. Use safe work practices including addressing ***ergonomic requirements*** and using ***work organisation strategies*** 1.2. Use ***energy and resource conservation techniques*** 1.3. Identify ***document*** purpose, audience and presentation requirements, and clarify with relevant personnel as required 1.4. Identify ***organisational and task requirements*** for desktop published documents to ensure consistency of style and image
2. Set up desktop published document	2.1. ***Design*** content ***structure and layout*** to ensure information and graphics are arranged according to related topics and logical sequences 2.2. Select appropriate formatting and create templates or master pages to ensure ***consistency of design and layout*** 2.3. Confirm layout with appropriate person
3. Create desktop published document	3.1. Prepare, format and enter required text 3.2. Import text from other applications and resolve any formatting issues 3.3. Scan or import graphics from other applications and resolve any formatting issues 3.4. Arrange text and graphics according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	organisational and task requirements
4. Finalise desktop published document	4.1. Review text for possible errors and omissions, and resolve any issues 4.2. Check page order, structure and linkages 4.3. Produce completed document in required format 4.4. ***Name and store*** text documents, in accordance with organisational requirements and exit the application without information loss/damage 4.5. Prepare text documents within ***designated time lines*** and organisational requirements for speed and accuracy 4.6. Use manuals, user documentation and online help to overcome problems with document design and production

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to clarify requirements of documents
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- editing and proofreading skills to check own work for accuracy against original
- keyboarding skills to enter text and numerical data
- literacy skills to read and understand the organisation's procedures and to use models or exemplars to produce a range of documents
- problem-solving skills to edit documents and to resolve issues of consistency of design.

Required knowledge

- energy and resource conservation techniques
- organisational requirements for ergonomics, work periods and breaks
- organisational style guides
- purposes, uses and functions of desktop publishing software
- styles and their effect on formatting, readability and appearance of document.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of document design and layout principles • producing desktop published documents.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources in a workplace or simulated environment • access to samples of relevantworkplace desktop published documents.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of desktop published documents • demonstration of techniques • oral or written questioning to assess knowledge of desktop publishing software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
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) may also be included.	
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation strategies may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Energy and resource conservation techniques may include:	• double-sided paper use • recycling used and shredded paper • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Documents may include:	• brochures • calendars • faxes • flyers • forms • mail merge documents, including labels • memos • multi-page letters • promotional material • reports • schedules • tables
Organisational and task requirements may include:	• company colour scheme • company logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• observing copyright legislation • organisation name, time, date, document title, filename or other fields in headers and footers • templates
Design may include:	• balance • diversity • relative positioning of graphics, headings and white space • simplicity • text flow • typography
Structure and layout may include:	• boxes • colour • columns • drawing • graphics • headings • letter and memo conventions • page layout • photographs • typeface • white space
Consistency of design and layout may include:	• annotated references • borders • bulleted and numbered lists • captions • consistency with other business documents • footnotes and endnotes • indentations • page numbers • spacings • font styles and point size
Naming and storing documents may include:	• authorised access • file and folder names which identify requirements such as the operator, author, section or date • filing locations • file names according to organisational procedure • file names which are easily identifiable in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	relation to the content • organisational policy for backing up files storage in folders and sub-folders • organisational policy for filing hard copies of documents • security and password protection • storage on disk drives, USBs, CD-ROM, tape back-up to server
Designated time lines may include:	• time line agreed with internal or external client • time line agreed with supervisor or person requiring document • organisational time line e.g. deadline requirements

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBITU402A Develop and use complex spreadsheets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who require skills in the creation of complex spreadsheets to store and retrieve data. They may work as individuals providing administrative support within an enterprise, or may be independently responsible for designing and working with spreadsheets relevant to their own work roles.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to develop spreadsheet	1.1. Organise personal work environment in accordance with ***ergonomic requirements***
	1.2. Analyse task and determine specifications for spreadsheets
	1.3. Identify organisational and task requirements in relation to data entry, storage, output, reporting and presentation requirements
	1.4. Apply ***work organisation strategies*** and ***energy and resource conservation techniques*** to plan work activities
2. Develop a linked spreadsheet solution	2.1. Utilise ***spreadsheet design*** software ***functions*** and ***formulae*** to meet identified requirements
	2.2. Link spreadsheets in accordance with software procedures
	2.3. Format cells and use data attributes assigned with relative and/or absolute cell references, in accordance with the task specifications
	2.4. Test formulae to confirm output meets task requirements
3. Automate and standardise	3.1. Evaluate tasks to identify those where automation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
spreadsheet operation	would increase efficiency 3.2. Create, use and edit ***macros*** to fulfil the requirements of the task and automate spreadsheet operation 3.3. Develop, edit and use ***templates*** to ensure consistency of design and layout for forms and reports, in accordance with organisational requirements
4. Use spreadsheets	4.1. Enter, check and amend data in accordance with organisational and task requirements 4.2. ***Import and export*** data between compatible spreadsheets and adjust host documents, in accordance with software and system procedures 4.3. Use manuals, user documentation and online help to overcome problems with spreadsheet design and production 4.4. Preview, adjust and ***print*** spreadsheet in accordance with organisational and task requirements 4.5. ***Name and store spreadsheet*** in accordance with organisational requirements and exit the application without data loss or damage
5. Represent numerical data in graphic form	5.1. Determine style of ***graph*** to meet specified requirements and manipulate spreadsheet data if necessary to suit graph requirements 5.2. ***Create graphs*** with labels and titles from numerical data contained in a spreadsheet file 5.3. Save, view and print graph within designated time lines

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills to interpret and evaluate the purposes and uses of various features of spreadsheets and to use a variety of strategies for planning and reviewing own work • proofreading and editing skills to check for accuracy and consistency of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
information by consulting additional resources • numeracy skills to collate and present data, graphs and related references.
Required knowledge

• advanced functions of spreadsheet software applications
• impact of formatting and design on the presentation and readability of data
• key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  • anti-discrimination legislation
  • ethical principles
  • codes of practice
  • privacy laws
  • occupational health and safety
• organisational policies and procedures.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • developing complex spreadsheets • developing graphical representations of data contained in spreadsheets.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and software • access to samples of data for inclusion in spreadsheets.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• review of authenticated documents from the workplace or training environment • demonstration of techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • administration units • other information and communications technology units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Ergonomic requirements may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation strategies may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Energy and resource conservation techniques may include:	• double-sided paper use • recycling used and shredded paper • re-using paper for rough drafts (observing confidentiality requirements) • using power-save options for equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Spreadsheet design may include:	• analysis • appropriateness • avoidance of blank rows and columns • embedding cell references in formulae • formulae • formatting and reformatting • functions • headers and footers • headings • headings and labels • identification and parameters • import and export of data • labels • linked formulae • multi-page documents • pivot tables • relative and absolute cell references • split screen operation
Functions may include:	• basic financial functions (if available) • date functions • logical functions (lookup, if, choose, true, false, conditions) • mathematical functions (square root, integer, absolute value, round) • simple nested functions • statistical functions (standard deviation, count, maximum, minimum)
Formulae may include:	• addition • average • comparison • division • exponentiation • multiplication • percentage • subtraction • combinations of above
Macros may include:	• printing sections of a spreadsheet
Templates may include:	• font types and sizes • forms

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• headers and footers • headings • page formats • reports
Importing and exporting data may include:	• proofreading • reformatting • split screen (if available)
Printing may include:	• charts • entire workbooks • selected data within a worksheet • worksheets
Naming and storing spreadsheets may include:	• authorised access • file naming conventions • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of spreadsheets • security • storage in folders and sub-folders • storage on disk drives, CD-ROM, USB, tape back-up, server
Graphs may include:	• bar • line • pie • scatter • stack • 3D
Creating graphs may include:	• data range • keys and legends • labels and titles • naming • sizing (if possible) • using graph menu • X and Y axis

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMGT502B Manage people performance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement. The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers. This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Allocate work	1.1. Consult relevant groups and individuals on work to be allocated and resources available 1.2. Develop work plans in accordance with operational plans 1.3. Allocate work in a way that is efficient, cost effective and outcome focussed 1.4. Confirm ***performance standards***, ***Code of Conduct*** and work outputs with relevant teams and individuals 1.5. Develop and agree ***performance indicators*** with relevant staff prior to commencement of work 1.6. Conduct ***risk analysis*** in accordance with the organisational risk management plan and legal requirements
2. Assess performance	2.1. Design ***performance management*** and review processes to ensure consistency with organisational

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	objectives and policies 2.2. Train participants in the performance management and review process 2.3. Conduct performance management in accordance with organisational protocols and time lines 2.4. Monitor and evaluate performance on a continuous basis
3. Provide feedback	3.1. Provide informal feedback to staff on a regular basis 3.2. Advise relevant people where there is poor performance and take necessary actions 3.3. Provide on-the-job coaching when necessary to improve performance and to confirm ***excellence in performance*** 3.4. Document performance in accordance with the organisational performance management system 3.5. Conduct formal structured feedback sessions as necessary and in accordance with organisational policy
4. Manage follow up	4.1. Write and agree performance improvement and development plans in accordance with organisational policies 4.2. Seek assistance from human resources specialists where appropriate 4.3. Reinforce excellence in performance through recognition and continuous feedback 4.4. Monitor and coach individuals with poor performance 4.5. Provide support services where necessary 4.6. Counsel individuals who continue to perform below expectations and implement the disciplinary process if necessary 4.7. ***Terminate*** staff in accordance with legal and organisational requirements where serious misconduct occurs or ongoing poor-performance continues

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to articulate expected standards of performance, to provide effective feedback and to coach staff who need development • risk management skills to analyse, identify and develop mitigation strategies for identified risks • planning and organisation skills to ensure a planned and objective approach to the performance management system.
Required knowledge
• relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination • relevant awards and certified agreements • performance measurement systems utilised within the organisation • unlawful dismissal rules and due process • staff development options and information.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • documented performance indicators and a critical description and analysis of performance management system from the workplace • techniques in providing feedback and coaching for improvement in performance • knowledge of relevant awards and certified agreements.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of written reports • demonstration of techniques in providing feedback and coaching • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of work plans, performance indicators, risk analysis,performance management and review processes, performance improvement and development plans.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other management units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Performance standards mean:	• level of performance sought from an individual or group which may be expressed either quantitatively or qualitatively
Code of Conduct means:	• agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or an agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or customers
Performance indicators mean:	• measures against which performance outcomes are gauged

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Risk analysis means:	• determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance
Performance management means:	• in accordance with relevant industrial agreements • process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short- and long-term
Excellence in performance means:	• regularly and consistently exceeding the performance targets established while meeting the organisation's performance standards
Termination means:	• cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMGT516A Facilitate continuous improvement

Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to managers who take an active role in managing the continuous improvement process in order to achieve the organisation's objectives. Particularly where managers are closely associated with the creation and delivery of products and services, they play an important part in influencing the ongoing development and betterment of the organisation.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

unit of competency.	italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Lead continuous improvement systems and processes	1.1. Develop ***strategies*** to ensure that team members are actively encouraged and supported to participate in decision making processes, and to assume responsibility and exercise initiative as appropriate 1.2. Establish ***systems*** to ensure that the organisation's ***continuous improvement processes*** are communicated to all ***stakeholders*** 1.3. Develop effective mentoring and coaching processes to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes
2. Monitor and adjust performance strategies	2.1. Develop strategies to ensure that systems and processes are used to monitor ***operational progress*** and to identify ways in which planning and operations could be improved 2.2. Adjust and communicate strategies to all stakeholders according to organisational procedures
3. Manage opportunities for further improvement	3.1. Establish processes to ensure that team members are informed of outcomes of continuous improvement efforts 3.2. Ensure processes include ***documentation of work team performance*** to aid the identification of further opportunities for improvement 3.3. Consider areas identified for further improvement when undertaking future planning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.
Required skills
• innovation and lateral thinking skills to design better ways for achieving work outcomes • leadership skills to gain the confidence and trust of others • communication skills to communicate opportunities for improvement, and to coach and mentor staff.
Required knowledge
• continuous improvement models • quality systems.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • examples of strategies and approaches to improve work outcomes or organisational functioning • methods for monitoring performance and customer service • knowledge of continuous improvement models.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of written reports • direct questioning combined with review of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations • oral or written questioning to assess knowledge of quality systems • review of strategies developed to ensure that team members are actively encouraged and supported to participate in decision making processes, and to assume responsibility and exercise initiative • evaluation of how customer service strategies were communicated to all stakeholders • review of documentation outlining work team performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Diploma of Management.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Strategies may refer to:	• clarification of roles and expectations • communication devices and processes, such as intranet and email communication systems, to facilitate input into workplace decisions • long-term or short-term plans factoring in opportunities for team input • mentoring and 'buddy' systems to support team members to participate in decision making • performance plans • reward/recognition programs for high performing staff • training and development activities
Systems may refer to:	• forums, meetings • newsletters and reports

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• policies and procedures • web-based communication devices
Continuous improvement processes may include:	• cyclical audits and reviews of workplace, team and individual performance • evaluations and monitoring of effectiveness • modifications and improvements to systems, processes, services and products • policies and procedures which allow an organisation to systematically review and improve the quality of its products, services and procedures • seeking and considering feedback from a range of stakeholders
Stakeholders may include:	• business or government contacts • funding bodies • individuals within the work team • internal and external contacts • organisation's clients and customers • professional associations • senior management and board members • unions/employee groups
Operational progress may refer to:	• customer service indicators • occupational health and safety indicators • productivity gains • success in meeting agreed goals and performance indicators
Documentation of work team performance may include:	• annotated performance plans • quantitative data such as production figures • recommendations for improvement • records and reports

Unit Sector(s)

Management and Leadership - Management

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMGT617A Develop and implement a business plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to run a business operation and covers the steps required to develop and implement a business plan. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are running an organisation or who take a senior role in determining the effective functioning and success of the organisation. As such, they may oversee the work of a number of teams and other managers. Business plans are critical tools for business growth and development. They will vary depending on the needs of the organisation. This unit covers the typical elements of a business plan and the standard approaches to be used in implementing a business plan. The business plan should be supported by a strategic plan, and may also be supported by a marketing plan and cash flow forecasts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Develop business plan	1.1. Review and evaluate pre-existing ***strategic***, ***business and operational plan***, if available 1.2. Analyse and interpret business vision, mission, values and objectives 1.3. Consult with ***key stakeholders*** 1.4. Review market requirements for the product or service, profile customer needs and research pricing options 1.5. Develop ***performance objectives and measures*** through consultation with key stakeholders 1.6. Identify financial, human and physical resource requirements for the business 1.7. Consider any permits or licences that may be required for new activity 1.8. Write ***business plan***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2. Monitor performance	2.1. Communicate business plan to all relevant parties and ensure understanding of performance requirements and timeframes 2.2. Ensure skilled labour is available to implement plan 2.3. Test performance measurement systems and refine, if necessary 2.4. Ensure timely reports on all key aspects of the business are available, user-friendly and balanced in terms of financial and non-financial performance 2.5. Report system failures, product failures and variances to the business plan as they occur
3. Respond to performance data	3.1. Analyse performance reports against planned objectives 3.2. Review performance indicators and refine if necessary 3.3. Ensure groups and individuals contributing to under-performance are ***coached***, and provide training where appropriate 3.4. Review system processes and work methods regularly as part of continuous improvement

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• analytical and research skills to review the market, to research competitors and to review pricing structures • coaching and communication skills to remediate any under-performance in the work group or individuals • planning and organising skills to sequence activities and to develop a logical structure.
Required knowledge
• performance measurement approaches and benchmarking • options for developing business plans.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • analysis of the strengths and weaknesses of a range of business plans • implementation of a business plan including evaluation of performance against documented indicators in key results areas • knowledge of performance measurement approaches and benchmarking.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of written reports/examples of business plans and their outcomes • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning to assess knowledge of options for developing business plans • review of development of performance objectives and measures • review of how business plan was communicated to all relevant parties.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Advanced Diploma of Management.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	

Strategic**, **business and operational plan may include:	• previously formulated:
	  • action plan
	  • business goals
	  • competitor analysis
	  • financing arrangements or financial targets
	  • management arrangements and/or personnel requirements
	  • marketing approaches
	  • product or service research or analysis

Key stakeholders may include:	• business partners or financiers • customers • shareholders • staff • technical experts or advisers
Performance objectives and measures may relate to:	• efficiency measures • input measures such as staff time or dollars allocated • outcomes measures • qualitative indicators such as feedback from customers, effect on the wider market or competitors, staff reports • quantitative indicators, such as numbers produced and sold, turnover, customer satisfaction ranking, lower staff turnover

Business plan includes:	• description of the business
	• business products and services
	• marketing activity
	• financial indicators
	• productivity and performance targets for key result areas such as:
	  • community awareness or branding
	  • environmental impact

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• governance or management • quality • sales • triple bottom line • workforce
Coaching refers to:	• informal on-the-job and off-the-job advice and training to improve performance

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG401B Profile the market

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to profile a target market or market segments in accordance with a marketing plan and to develop market positioning strategies. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals working in a marketing team who are responsible for segmenting a target market to review alignment with organisational marketing objectives. This involves identifying viable market segments and profiling target consumers, and then defining the target market in more detail and developing strategies to position products and services. This unit is relevant to individuals working in a variety of marketing communications occupational roles, including advertising, direct marketing, promotional marketing, personal selling and public relations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Segment the market	1.1. Identify ***criteria*** for use in segmenting the market in accordance with the marketing plan 1.2. Identify and access ***sources of information for segmenting and profiling markets*** in accordance with the marketing plan 1.3. Segment the market in accordance with identified criteria 1.4. Review market segments for their usefulness in terms of factors such as their ***size***, ***potential***, ***distinctive needs***, ***easy identification of members*** or ***distinctive media use patterns*** 1.5. Select ***market segments*** to meet marketing objectives, and choose and apply new segmentation criteria if required
2. Identify the target	2.1. Evaluate ***approaches*** to determining and describing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
market	the total market for a product or service 2.2. Define the target market in terms of the consumers to be included as ***prospective users*** of a product or service, and the selected market segments 2.3. Use ***segment descriptors*** to describe the target market 2.4. Identify available ***strategic marketing options*** and select ***targeting strategies*** that best meet the requirements of the marketing plan
3. Profile the target audience	3.1. Describe the total market and selected market segments in the form of a consumer profile 3.2. Identify consumer characteristics in ***standard statistical terms*** and/or the descriptive terms used in media selection in the consumer profile 3.3. Use ***demographic*** and/or ***psychographic descriptions*** in the consumer profile in accordance with the requirements of the marketing plan 3.4. Describe consumer attitudes to products or services being offered 3.5. Ensure profile meets organisational requirements in terms of language, format, content and level of detail
4. Develop a positioning strategy	4.1. Identify available ***positioning strategies*** and choose a strategy to meet ***marketing requirements*** and consumer profile 4.2. Write a positioning implementation plan containing several options, in accordance with organisational requirements 4.3. Submit plan to supervisor within specified time lines and make appropriate adjustments based on feedback

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• creativity and innovation skills to select targeting and positioning strategies that meet organisation's requirements • culturally appropriate communication skills to relate to people from diverse

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

backgrounds and people with diverse abilities
• key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations such as:
  • Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice
  • Free TV Australia Commercial Television Industry Code of Practice
  • privacy laws
  • sweepstakes regulations
  • Trade Practices Act
• literacy skills to prepare reports and to interpret internal and external marketing information
• research skills to identify and analyse market segments and target markets.

Required knowledge

• Australian Marketing Institute Code of Professional Conduct
• data collection and analysis techniques
• industry knowledge including:
  • components of the marketing mix
  • elements of marketing planning
• marketing communications concepts and processes
• organisational structures, roles, responsibilities, business and marketing plans
• product and service standards and best practice models
• relevant legislation from all forms of government that may affect aspects of business operation in addition to those listed above, especially in relation to occupational health and safety, environmental issues, equal opportunity, industrial relations and anti-discrimination
• statistical terms used by the Australian Bureau of Statistics.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and	Evidence of the following is essential:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
evidence required to demonstrate competency in this unit	• developing a market positioning strategy that documents market segmentation, consumer profiling, targeting and strategies relevant to a product or service being offered to the marketplace.
Context of and specific resources for assessment	Assessment must ensure: • access to appropriate documentation and resources normally used in the workplace • access to information on past profiling, segmentation and targeting performed for a product or service.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit: • assessment of positioning implementation plan • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of the application of criteria to segment markets, selection of targeting strategies • oral or written questioning to assess knowledge and understanding • presentation of marketing profiling activities • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBMKG402B Analyse consumer behaviour for specific markets • BSBMKG507AInterpret market trends and developments.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Criteria may include:	• attitude • average order value in units and dollars • desired benefits • business characteristics • consumer needs • demographics • geography • lifestyle • lifetime value in units, dollars and number of transactions • product or service usage • psychographics • recency and frequency of response to direct marketing activities • social and cultural factors
Sources of information for segmenting and profiling markets may include:	• advertising sales representatives • existing research data • industry sources • media representatives • original a priori research (where the market segments are assumed at the beginning and research is used to confirm them) • original response based research • owners or brokers of mail, email and phone lists • sales representatives • website operators
Usefulness in terms of ***size*** may include:	• segments which are large enough to justify the expense of creating distinctive offers and creative executions • small segments which are viable if telephone and email are used as communication media rather than other types of media
Potential may include:	• high response of market segment members to test campaigns • high response to previous campaigns by members of market segments

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	

Distinctive needs may include:	• specific price points
	• specific products or services
	• specific response vehicles such as:
	  • store visiting only
	  • website only response
	• specific timing of communications such as:
	  • day of week
	  • seasonality
	  • time of day

Easy identification of members may include:	• flags such as:
	  • postcode
	  • date of last purchase
	• geographical location of segment members, such as:
	  • city
	  • metropolitan region
	  • regional centre
	  • rural region
	  • state or territory
	• spending habits such as:
	  • one-off purchasers
	  • subscribers

Distinctive media use patterns may include:	• age • email use • ethnic language television, newspapers and radio • gender • internet use • mobile phone use • special interests
Selection of ***market segments*** may be contingent upon:	• expected frequency of purchase • expected lifetime as customers • expected volume of purchase • how efficiently segment members can be reached with targeted communications • one or more segments
Approaches may include:	• describing total market in dollar or unit terms as gross sales of all other products or services similar to those offered by the organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• describing total market in prospect terms as those most similar to current customers • identifying consumers with relevant needs • identifying current users of a product or service • identifying people with related characteristics
Prospective users may include:	• market segment users most similar to current customers

Segment descriptors may include:	• demographic descriptions
	• geographic descriptions
	• historic descriptions such as:
	  • volume of purchase
	  • frequency of purchase
	• psychographic descriptions

Strategic marketing options may include:	• advertising strategies such as:
	  • most cost effective creative executions
	  • most cost effective media or media vehicle for each segment
	  • most cost-effective media or media vehicle
	• distribution strategies such as:
	  • one-step
	  • multi-step
	• innovative strategies

Targeting strategies may include:	• anniversary of first purchase • concentrated, differentiated and mass strategies • de-duping prospect lists against customer lists • differentiation and segmentation • ease of entry • frequency of purchase • gender • geography of home or workplace • growth considerations • innovation • market share • media usage • niche markets • price sensitivity • purchasing power • recency of purchase • sales volume

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	

Standard statistical terms may include:	• categories used by the Australian Bureau of Statistics in collecting and reporting census data
	• media selection terms such as:
	  • behaviouristics
	  • demographics
	  • geo-demographic analysis of census data available from proprietary research suppliers
	  • geographic selections and segmentations

Demographic descriptions may include:	• age • date and place of birth • disability • education • first language • gender • household income • indigenous Australian • languages spoken at home • marital status • nationality • number and age of children • occupation
Psychographic descriptions may include:	• activities • affiliations • attitudes • interests • lifestyle • opinions • political views • values
Positioning strategies may include:	• competitive positioning • conspicuous positioning • convenience of use • convenience to buy • image perceptions • market follower positions • market leader positions • Me-Too positioning • prestige and exclusive positioning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• pricing • quality • repositioning • service positioning • uniqueness • value positioning
Marketing requirements may include:	• business-to-business marketing • direct marketing • ideas marketing • marketing of goods • public sector marketing • services marketing • telemarketing

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG412A Conduct e-marketing communications

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare electronic advertisements for use in Internet, email or facsimile marketing communications, and to evaluate their effectiveness in achieving marketing objectives. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals working in advertising, public relations, marketing or promotional roles who are required to use electronic communications and existing business websites to effectively convey marketing communications and achieve marketing objectives in accordance with marketing or e-marketing plans.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare electronic advertisements	1.1. Choose ***media*** for ***electronic advertisements*** in accordance with the organisation's marketing (or e-marketing) strategy 1.2. Select multiple marketing channels to optimise marketing effort 1.3. Ensure copy and design elements communicate the desired image, features and benefits of the products or services, and suit the characteristics of the chosen media 1.4. Position and size each element of the advertisement to achieve balance and focus 1.5. Ensure typeface selections suit the product, the chosen media and the central message of the advertisement, and that the layout achieves balance in its elements including white space and margins 1.6. Ensure any added sound, animation or graphics enhance the content of advertisements and do not distract from the message 1.7. Ensure advertisements meet the requirements of the marketing strategy and ***legal and ethical requirements***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2. Use business website as e marketing tool	2.1. Identify website marketing objectives in the organisation's marketing (or e-marketing) strategy and plan 2.2. Ensure the website design meets objectives and conveys the required image of the business and the features and benefits of its products or services 2.3. Ensure the website content, site map, navigation buttons, frames and multiple pages are in accordance with the marketing strategy and plan 2.4. Ensure the website incorporates data recording, contacts and feedback mechanisms to allow evaluation of the website as a marketing tool
3. Use electronic marketing	3.1. Identify the required media vehicles and website hotlinks for electronic advertisements, and negotiate contracts for website development where necessary to meet the requirements of the marketing strategy, budget and legal and ethical requirements 3.2. Promote marketing channels to identified target market segments 3.3. Place or disseminate electronic advertisements in accordance with the marketing strategy, media contracts and legal and ethical requirements
4. Monitor and evaluate results of e marketing	4.1. Monitor the transmission of the electronic advertisements or other e-marketing products and rectify any errors or omissions 4.2. Develop ***measures of effectiveness*** for e-marketing advertisements and monitor effectiveness 4.3. Evaluate the effectiveness of e-marketing advertisements against measures of effectiveness and record outcomes in accordance with organisational requirements 4.4. Use outcomes of evaluation activities and other feedback from marketing channels to plan for improvements to electronic marketing strategies and products

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- creativity and innovation skills for graphic and multimedia design to create advertisements
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to interpret marketing, advertising and creative requirements and create e-advertisements
- technology skills to use a range of computer equipment and software used in conducting electronic marketing, accessing the Internet and using multimedia applications

Required knowledge

- overview knowledge of key provisions of relevant legislation from all levels of government, codes of practice and national standards that affect business operations such as:
  - Australian Direct Marketing Association Limited (ADMA) DirectMarketingCodeofPractice
  - confidentiality requirements
  - copyright laws
  - defamation laws
  - FACTS (Federation of Australian Commercial Television Stations) codes
  - OECD International Guidelines for Consumer Protection in the Context of Electronic Commerce
  - Australian Government's PolicyFrameworkforConsumerProtectioninElectronicCommerce and the AustralianE-commerceBestPracticeModel
  - PrivacyAct1988 (Cth)
  - sweepstakes regulations
  - TradePracticesAct1974(Cth)
  - anti-discrimination legislation and principles of equal opportunity, equity, and diversity
- industry products and services knowledge
- intellectual property requirements
- organisational structure, roles and responsibilities
- principles of marketing and advertising
- software applications used in conducting electronic advertising and marketing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • developing at least one electronic advertisement for a product or service using electronic media to convey marketing communications consistent with an organisational marketing strategy and objectives • monitoring and evaluating the results of electronic advertisements and marketing.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of electronic advertisements created and appropriateness of media used for the products or services • direct questioning with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations of electronic advertisements • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members or colleagues.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • advertising units • other marketing units.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Media may include:	• bulletins • chat rooms • email • facsimiles • websites
Electronic advertisements may include:	• auto responders • banner exchanges • bulk email • e-zine (electronic magazine distributed or accessed via a file server) and webzine (web-site distributed electronic magazine) advertising • e-zine and webzine publishing as a marketing tool • FFA sites • free or paid classifieds • news groups • search engine submission • web rings
Legal and ethical requirements may include:	• codes of practice • confidentiality • cultural expectations and influences • ethical principles • legislation • policies and guidelines • privacy • regulations • social responsibilities e.g. protection of children, environmental considerations • societal expectations
Measures of effectiveness may include:	• attitude measurements • awareness measurements • customer satisfaction ratings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• inquiry measurements • media vehicle audience measurements • opinion measurements • readership measurements • recall measurements • sales measurements

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG509A Implement and monitor direct marketing activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement, monitor and evaluate the effectiveness of direct marketing activities in accordance with an organisation's marketing plan. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals working in marketing management roles who are responsible for managing a team to implement direct marketing activities for a product or service. They may work in small, medium or large enterprises and across a variety of industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Allocate responsibilities for direct marketing activities	1.1. Critically analyse ***criteria for setting priorities*** for direct marketing activities, in accordance with marketing plan and organisational direct marketing requirements 1.2. Assemble ***required resources*** to conduct direct marketing activities 1.3. Brief staff and suppliers on their budgets, time lines, ***roles and responsibilities*** 1.4. Develop ***forms*** for conducting direct marketing activities and recording responses
2. Implement direct marketing activities	2.1. Schedule work on each campaign element according to lead times required for different ***media*** and in accordance with marketing plan 2.2. Ensure staff and suppliers meet agreed production schedule and budget 2.3. Identify any likely variations in production budget, raise with relevant persons as required and gain approval for variations 2.4. Make ***provisions to cover promotion over-performance*** 2.5. Implement direct marketing activities in accordance with direct marketing plan objectives 2.6. Ensure activities are implemented in accordance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	with ***legal and ethical requirements***
3. Monitor direct marketing activities	3.1. Record responses at ***regular intervals*** throughout the campaign 3.2. Identify and use ***evaluation criteria*** to determine campaign effectiveness 3.3. Determine whether campaign is over-performing 3.4. Implement new targets and procedures to capitalise on positive over-performance 3.5. Modify direct marketing activities to extinguish ***non-profitable over-performance***
4. Determine continuous improvement opportunities	4.1. Analyse ***success indicators*** of direct marketing campaign 4.2. Document campaign performance in accordance with organisational reporting requirements 4.3. Encourage team members to identify and propose ways to improve campaign performance 4.4. Determine, document and assign responsibilities for required improvements to future direct marketing campaigns

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and negotiation skills to ensure required resources are obtained from team members and external suppliers
- literacy skills to prepare reports with complex concepts and ideas
- numeracy skills to analyse performance of direct marketing activities and to run campaign budgets
- organisational and time management skills to sequence tasks and to meet time lines
- teamwork skills to support a team involved in direct marketing activities.

Required knowledge

- key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations, such as:
  - Australian Direct Marketing Association (ADMA) Direct Marketing Code of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

Practice and 'Do Not Mail' and 'Do Not Call' service register
• Free TV Australia Commercial Television Industry Code of Practice
  • privacylaws
  • sweepstakes regulations
  • Trade Practices Act
• organisational policies and procedures
• software applications used in direct marketing activities such as databases.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • allocate responsibilities to team members and external suppliers for at least one direct marketing campaign • coordinate resources, tools and personnel required to implement direct marketing campaign • monitor and evaluate performance of direct marketing campaign • analyse campaign performance involving team at conclusion of campaign.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources • access to marketing plan and past campaign performance data and information.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of written reports • demonstration of direct marketing techniques in a workplace environment • direct questioning combined with review of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations on campaign performance • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBMKG410A Test direct marketing activities • BSBMKG514A Implement and monitor marketing activities • other marketing units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Criteria for setting priorities may include:	• what needs doing first • what promises to deliver the highest return • what requires the greatest financial, human and other resources
Required resources may include:	• customer lists • data • databases • financial • software • staff
Roles and responsibilities may include:	• art direction • chasing data that has not been provided

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• development of copy • development of design • media planning • media buying • obtaining lists
Forms may include:	• hard copy documents • digital offline (email) records • digital online (direct to database) records
Media may include:	• cable or satellite television • email • facsimile • free-to-air television • phone • print • website
Provisions to cover promotion over-performance may include:	• conducting thorough and rigorous sales forecasts • ensuring website can cope with high volume • having a buffer stock of product or service brochures or other promotional materials to cover better than expected response rates • taking steps to ensure availability of adequately trained call centre staff
Legal and ethical requirements may include:	• Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice • Free TV Australia Commercial Television Industry Code of Practice • privacy laws • state/territory regulations regarding sweepstakes • Trade Practices Act
Regular intervals may include:	• daily • hourly • three monthly • weekly

Evaluation criteria may include:	• average order size (units)
	• average order value (dollars)
	• calculating the total response in terms of:
	  • dollars
	  • orders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	

	• units
	• cost per response
	• gross profit per attempted contact
	• response rate calculated as a percentage of attempted contacts such as:
	  • copies of publication distributed
	  • emails actually sent
	  • phones actually answered
	  • phones actually rung
	  • pieces actually mailed
	  • right party contacted
	• website click throughs
	• website visits

Non-profitable over-performance may include:	• customer service issues related to not following up leads quickly • excessive processing and fulfilment costs • low gross profit per contact • low margin • offer priced too low
Success indicators may include:	• customer satisfaction levels maintained or improved • materials delivered on time and within budget • number of responses and cost per response meeting budget • all tasks completed on time

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG510A Plan e-marketing communications

Modification History

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to research, prepare and evaluate an organisational e marketing plan that integrates electronic communications and website marketing in support of marketing objectives.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit describes the performance outcomes, skills and knowledge required to research, prepare and evaluate an organisational e marketing plan that integrates electronic communications and website marketing in support of marketing objectives.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to managers working in advertising, public relations, marketing or promotional roles who plan electronic communications to effectively convey marketing communications messages and to support achievement of marketing objectives.

This unit applies to managers working in advertising, public relations, marketing or promotional roles who plan electronic communications to effectively convey marketing communications messages and to support achievement of marketing objectives.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Employability Skills Information

This unit contains employability skills.

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare an electronic marketing strategy and plan	1.1 Determine electronic marketing purpose and objectives in consultation with **relevant personnel** that are compatible with the business strategy, direction and values of the organisation
	1.2 Develop an electronic marketing strategy or plan which addresses the aims and targets of the organisation's business plan, and meets budgetary and organisational requirements
	1.3 Identify, cost and detail **electronic marketing tools** for the organisation, its products and services in the electronic marketing strategy or plan
	1.4 Identify and incorporate electronic marketing approaches, tools and strategies to reach target market and achieve objectives
	1.5 Ensure electronic marketing strategy or plan includes an action plan, schedule and budget estimates for developing and implementing electronic marketing strategies
	1.6 Ensure the electronic marketing strategy or plan includes **effectiveness measures** and meets **legal and ethical requirements**
	1.7 Evaluate effectiveness of the electronic marketing strategy or plan
2 Prepare and evaluate a	2.1 Evaluate website marketing objectives to ensure they are in accordance with e-marketing strategy

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

website marketing strategy	and plan, and modify if required
	2.2 Evaluate the website design to ensure it projects the required image of the business and conveys the features and benefits of products or services in accordance with the overall e-marketing strategy, and recommend modifications if required
	2.3 Evaluate website data recording, contacts and feedback mechanisms to ensure they allow for evaluation of the website as a marketing tool, and establish strategies for evaluation
	2.4 Develop website marketing strategy in accordance with, and for inclusion in, e-marketing strategy and plan
	2.5 Integrate website marketing strategy into the overall e-marketing strategy and plan
	2.6 Evaluate effectiveness of website marketing strategy

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

communication and negotiation skills to negotiate contracts and implement marketing strategies

culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities

literacy skills to interpret requirements and write marketing and electronic marketing plans

technology skills to use a range of computer equipment used in conducting electronic marketing, the Internet and multimedia applications

technology skills to use a range of computer equipment and software to conduct e-marketing communications, access the Internet and use multimedia applications

Required knowledge

overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Australian Direct Marketing Association Limited (ADMA) Direct Marketing Code of Practice

confidentiality requirements

copyright laws

defamation and libel laws

FACTS (Federation of Australian Commercial Television Stations) codes

OECD International Guidelines for Consumer Protection in the Context of Electronic Commerce

Australian Government's Policy Framework for Consumer Protection in Electronic Commerce and the Australian E-commerce Best Practice Model

Privacy Act 1988 (Cth)

sweepstakes regulations

Trade Practices Act 1974 (Cth)

principles and fundamentals of marketing communications, consumer behaviour and opportunities for electronic marketing

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: documenting an electronic marketing strategy and plan for at least one product or service containing an action plan, schedule, costings, monitoring and evaluation methods documenting a website marketing strategy for a product or service that meets overall organisational marketing objectives
Context of and specific resources for assessment	Assessment must ensure: access to an actual workplace or simulated work environment access to office equipment and resources

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: assessment of written reports outlining electronic and website marketing strategies and reports demonstration of strategic planning techniques used to formulate the strategies and plans direct questioning with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate observation of presentations of strategies and plans oral or written questioning review of authenticated documents from the workplace or training environment review of testimony from team members, colleagues, supervisors or managers
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: BSBMKG412A Conduct e-marketing communications other marketing units

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Relevant personnel may include:	business owners in-house, outsourced or otherwise contracted personnel

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	management
	technology personnel
Electronic marketing tools may include:	media such as:
	bulletins
	chat rooms
	email
	facsimiles
	websites
	electronic advertisements such as:
	auto responders
	banner exchanges
	bulk email
	e-zine (electronic magazine distributed or accessed via a file server) and webzine (web-site distributed electronic magazine) advertising
	e-zine and webzine publishing as a marketing tool
	FFA sites
	free or paid classifieds
	news groups
	search engine submission
	web rings
Effectiveness measures may include:	attitude measurements
	awareness measurements
	customer satisfaction ratings
	inquiry measurements
	media vehicle audience measurements
	opinion measurements
	readership measurements
	recall measurements
	sales measurements
Legal and ethical requirements may	codes of practice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

include:	confidentiality cultural expectations and influences ethical principles legislation policies and guidelines privacy regulations social responsibilities eg protection of children, environmental issues society's expectations

Unit Sector(s)

empty

empt

Competency field

Business Development - Marketing

Business Development - Marketing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG605B Evaluate international marketing opportunities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to evaluate the international environment, to identify market factors and risks, and to assess the viability of international marketing opportunities. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to senior marketing or management personnel who are required to evaluate the international business environment in preparation for entering an international or export market for the first time, or to identify new marketing opportunities in markets in which their organisation already has a presence. This unit is different to BSBMKG501B Identify and evaluate marketing opportunities, which applies to senior marketing or general managers evaluating domestic marketing opportunities. While the underlying principles of the units are similar, this unit covers the increased complexity of the global business environment, and the cultural differences and international trade agreements to be addressed when conducting business internationally.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Review the global market environment	1.1. Assess international trade patterns and identify their likely importance for the business 1.2. Research ***international business and electronic commerce market factors*** and assess opportunities to enter, shape or influence the market in terms of likely contribution to the business 1.3. Identify international markets operating under free trade or protectionist arrangements and estimate likely ease of entering and trading successfully 1.4. Identify ***international trade policies and agreements*** and estimate their likely impact on ***international marketing opportunities***
2. Assess international business and	2.1. Identify and analyse impact of economic, political, ***social and cultural factors*** affecting international

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
electronic commerce market factors	market on international marketing opportunities 2.2. Investigate international market trends and developments to identify market needs relative to the business 2.3. Identify new and emerging business and electronic commerce markets, and assess opportunities to enter, shape or influence markets in terms of their fit with business goals and direction, and their likely contribution to the business
3. Identify risk factors for international marketing opportunities	3.1. Analyse and rate acceptability of political, financial stability and corruption ***risk factors*** for potential market 3.2. Analyse and rate acceptability of legal and regulatory requirements, and trade barriers for potential market 3.3. Relate risk factors to international business cycles in terms of ***economic conditions*** and estimate their impact on potential market
4. Investigate international business and electronic commerce marketing opportunities	4.1. Identify and analyse international marketing opportunities in terms of their likely fit with the organisation's goals and capabilities 4.2. Evaluate each opportunity to determine its impact on current business and customer base 4.3. Use an assessment of costs, benefits, risks and opportunities to determine financial viability of each marketing opportunity 4.4. Determine probable return on investment and potential competitors 4.5. Describe and rank marketing opportunities in terms of viability and likely contribution to the business

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to gather information and to communicate with cultural sensitivity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to read and interpret information from a variety of sources
- research, information management and evaluation skills to determine viable international business opportunities through careful analysis of market and risk factors
- technology skills to use a range of office equipment and software when conducting electronic commerce.

Required knowledge

- Australian Standards and international standards, including those covering:
  - environmental matters
  - human rights
  - labour relations
  - packaging
  - risk management
- cross-cultural communication and negotiation styles relevant to the country or countries being considered for market entry or for further market penetration
- global and country specific economic, social and industry directions, trends, practices and techniques
- Organisation for Economic Co-operation and Development (OECD) International Guidelines for Consumer Protection in the Context of Electronic Commerce
- Australian Government Policy Framework for Consumer Protection in Electronic Commerce
- Australian Guidelines for Electronic Commerce
- key provisions of relevant legislation from all forms of government, codes of practice and national and international standards that may affect aspects of business operations within Australia and internationally, such as:
  - anti-discrimination legislation
  - consumer laws
  - ethical principles
  - extra-territoriality provisions of the Trade Practices Act
  - foreign investment limits
  - labour laws
  - legal aspects of bilateral and multi-lateral trade agreements
  - privacy laws
  - taxation laws
  - World Trade Organization (WTO) dispute resolution system
- organisational business and marketing plans, products and services
- software applications used in conducting international electronic commerce.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	• documenting and presenting an evaluation of various international marketing opportunities including:
	  • analysing the global business environment
	  • assessing social, cultural, political and economic factors impacting on the selection of which market opportunities to select
	  • conducting a risk assessment for each opportunity considered
	  • analysing the financial viability of selected international marketing opportunities

Context of and specific resources for assessment	Assessment must ensure: • access to information sources on countries and markets being considered for entry or further penetration • access to office equipment and resources • access to examples of previous international marketing evaluation documents, strategic plans and marketing plans.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of written reports on evaluation and selection of marketing opportunities • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations on market evaluation activities • observation of techniques used to identify and assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	risks, and to financially analyse possible market opportunities • oral or written questioning to assess knowledge and understanding • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBMKG606B Manage international marketing programs • other marketing units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
International business and electronic commerce market factors may include:	• cost of funds • cultural and political groupings • currency exchange rates • customer service factors • distribution channels • geographical groupings • government assistance • growth factors • incentives • industrial structure • interest rates • investment rates • level of economic development • online customer groupings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• political systems • social and cultural factors • tariffs • technology and telecommunications infrastructure • trade groupings • trade relations with Australia • trade restrictions • virtual communities

International trade policies and agreements may include:	• customs unions
	• bilateral trade agreements such as:
	  • Australia-US Free Trade Agreement (AUSFTA)
	  • Singapore-Australia Free Trade Agreement (SAFTA)
	  • Thailand-Australia Free Trade Agreement (TAFTA)
	  • Australia-New Zealand Closer Economic Relations Trade Agreement (ANZCERTA)
	• multi-lateral trade agreements such as the WTO agreements for goods, services and intellectual property, including:
	  • agriculture
	  • air transport
	  • anti-dumping measures
	  • customs valuation methods
	  • financial services
	  • health regulations for farm products
	  • import licensing
	  • investment measures
	  • movement of natural persons
	  • preshipment inspection
	  • product standards
	  • rules of origin
	  • safeguards
	  • shipping
	  • subsidies and counter measures
	  • telecommunications
	  • textiles and clothing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• other multi-lateral trade agreements such as: • European Union trade regulations
International marketing opportunities may include:	• agents • direct investment • exporting • intermediaries • joint ventures • licensing • online business opportunities • strategic alliances
Social and cultural factors may include:	• behaviours • currency • customs • family role and status • language • legal system • political system • preferences • social values • traditions
Risk factors may include:	• available technology • communication systems • corruption risks • cultural factors • financial stability • language factors • legal and regulatory requirements • legal risks in selling goods and services online to the international market • logistics • political stability • resource availability, sustainability and management • resource capability and capacity • telecommunications infrastructure • trade barriers • transportation systems • work factors
Economic conditions may	• depression • prosperity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
include:	• recession • recovery

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG606B Manage international marketing programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to formulate, assess, strategically manage, evaluate and improve international marketing programs. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to senior marketing or management personnel who are required to manage international marketing activities including evaluating international marketing opportunities, setting marketing objectives and determining the approach and operational structure for an organisation marketing internationally. Individuals undertaking this unit are also required to manage a team of people implementing international marketing opportunities, including monitoring, evaluating and improving activities as required. BSBMKG605B Evaluate international marketing opportunities, may be undertaken before or in conjunction with this unit.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Formulate international marketing objectives	1.1. Select viable international marketing opportunities and develop objectives that are consistent with the organisation's capabilities and resources 1.2. Identify measurable international marketing objectives that are consistent with the organisation's strategic direction, and identify the nature and extent of what is to be achieved in the international market 1.3. Formulate strategic objectives and related key performance indicators by product, service, country or ***international grouping***, and overall 1.4. Develop a ***risk management strategy*** to manage contingencies and ensure marketing objectives are met in accordance with overall organisational requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2. Determine international marketing approach	2.1. Research international marketing opportunities and determine global or customised approaches for promotion of products or services 2.2. Evaluate options for choice of ***marketing approaches*** 2.3. Select a marketing approach that meets marketing objectives, international market conditions and consumer preferences
3. Determine operational structures	3.1. Evaluate business culture and consumer preferences, and identify compatible marketing structures 3.2. Identify options for ***operational marketing structure*** and rank them in terms of their ***strengths and weaknesses*** in servicing international markets 3.3. Choose an operational structure that best fits the international market and product or service
4. Manage international marketing performance	4.1. Communicate international marketing objectives across the organisation in ways suited to culture, customs, levels of knowledge, experience and needs of personnel 4.2. Identify and agree roles, responsibilities and accountabilities of staff and contractors involved in all elements of marketing effort 4.3. Develop a communication strategy to ensure that personnel responsible for each element of ***marketing mix*** work together to meet organisation's marketing objectives 4.4. Manage marketing effort to ensure it is directed towards areas of greatest potential for the organisation 4.5. Manage integration of marketing, promotional and any sales activities in accordance with international marketing objectives
5. Evaluate and improve international marketing performance	5.1. Monitor product, pricing and distribution policies in relation to market changes, objectives of marketing plan and organisational requirements 5.2. Monitor overall marketing progress against performance targets to ensure activity, quality, cost, and time requirements are met 5.3. Analyse, review and revise marketing outcomes and objectives 5.4. Analyse successes and performance gaps as to cause and effect, and use them to improve international

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	marketing performance 5.5. Analyse changes in market phenomena, and identify and document their potential impact on international marketing objectives 5.6. Document the review of marketing performance against key performance indicators in accordance with organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to gather information and communicate with cultural sensitivity
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to read and interpret information from a variety of sources
- numeracy and financial skills to determine budgets and financial viability of international marketing activities
- research, information management and evaluation skills to determine viable international business opportunities through careful analysis of market and risk factors
- technology skills to use a range of office equipment and software when conducting electronic commerce.

Required knowledge

- Australian E-commerce Best Practice Model
- Australian Government Policy Framework for Consumer Protection in Electronic Commerce
- Australian Standards and international standards, including:
  - environmental standards
  - human rights
  - labour relations
  - packaging
  - risk management
- cross-cultural communication and negotiation styles relevant to the country/ies where international marketing activities take place

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

• global and country specific economic, social and industry directions, trends, practices and techniques
• key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations within Australia and internationally, such as:
  • anti-discrimination legislation
  • consumer laws
  • ethical principles
  • extra-territoriality provisions of the Trade Practices Act
  • foreign investment limits
  • labour laws
  • legal aspects of bilateral and multi-lateral trade agreements
  • privacy laws
  • taxation laws
  • World Trade Organization (WTO) dispute resolution system
• Organisation for Economic Co-operation and Development (OECD) International Guidelines for Consumer Protection in the Context of Electronic Commerce
• organisational business and marketing plans, products and services
• software applications used in conducting international electronic commerce.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	• documenting and presenting:
	  • international marketing objectives
	  • selected marketing approach
	  • creation of an operational structure
	• effectively managing international marketing activities
	• monitoring and evaluating international marketing performance, and making any necessary adjustments

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	as required • formulating suggestions on how marketing activities could be affected in the future.
Context of and specific resources for assessment	Assessment must ensure: • access to office equipment and resources • access to organisational strategic and marketing plans, and other relevant documents.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of written reports • demonstration of performance management, financial risk or other management techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations • oral or written questioning to assess knowledge and understanding • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBMKG603B Manage the marketing process • BSBMKG605B Evaluate international marketing opportunities • other marketing units • management units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
wording, if used in the performance criteria, is detailed below. 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) may also be included.	
International grouping may include:	• cultural groupings • geographical groupings • online virtual communities • political groupings • trade groupings
Risk management strategy may include:	• risk analysis • risk assessment and prioritisation • risk identification • risk maintenance • risk treatment and controls • risk evaluation • risk monitoring • monitoring risks • making adjustments to risk treatments and controls

Marketing approaches may include:	• customised
	• global
	• online
	• product or promotion adaptation
	• product or promotion standardisation
	• segmentation by criteria which are:
	  • behaviouristic
	  • demographic
	  • end use
	  • geographic
	  • operational
	  • psychographic

Operational marketing structure may include:	• export operation • global organisation • joint venture • licensing • multi-national organisation • online business operation • overseas branch • strategic alliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• subsidiary company
Strengths and weaknesses may include:	• accessibility • distribution channels • financial factors • manufacturing capability • market capability • potential profit factors • research capability • resource commitment • risk control

Marketing mix may include:	• distribution
	• level of service
	• pricing
	• product or service variables such as:
	  • design
	  • quality
	  • range
	  • safety features
	  • technical features
	• promotion

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBMKG607B Manage market research

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare for, manage and evaluate market research projects across an organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to senior marketing professionals who are responsible for preparing market research plans for implementation, engaging external consultants, managing market research activity, and evaluating research processes and findings across an organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare market research plans for implementation	1.1. Determine ***research policies and procedures*** 1.2. Develop or commission and review a market research project plan and detailed work plans to point of ***finalisation*** 1.3. Execute ***processes to obtain required resources*** to implement a market research project plan and work plans
2. Engage external consultants or service providers	2.1. Identify requirements for external consultants from market research project plan 2.2. Specify goods and services required to implement plans, and detail criteria for selection 2.3. Identify, evaluate and select potential consultants or other providers of required goods and services 2.4. Contract selected consultants or providers of goods and services
3. Manage market research activity	3.1. ***Monitor work plan activity*** to ensure adherence to market research project plan and work plans, and consistency with organisational market research policy and procedures 3.2. Manage external consultants or service providers to ensure performance is in line with expectations and contractual requirements
4. Evaluate research	4.1. Confirm validity of information and data obtained

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
processes and findings	by market research 4.2. Review relevance and usefulness of findings against research objectives outlined in market research project plan 4.3. Assess performance of project against all relevant elements of market research project plan and work plans 4.4. Measure ***stakeholder*** satisfaction with research process and findings 4.5. Prepare reports on future improvements to research process 4.6. Implement revised policy and practices in accordance with organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication and interpersonal skills to establish rapport and build relationships with clients and external contractors; and to liaise with stakeholders • creativity and innovation skills to design market research project plan • information management skills to collate and extract relevant findings from information collected • management skills to monitor work plans • problem-solving skills to deal with complex planning and implementation • leadership and teamwork skills to manage others within the organisation and external contractors conducting market research activity.
Required knowledge

• principles and practices of market research including:
  • data processing methods and data analysis techniques
  • project design to meet given budgets and other resource constraints
  • qualitative and quantitative research
  • design of samples
  • development and application of hypotheses
  • role of research in enterprise development

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

• use of survey instruments
• project management principles and practices including for:
  • consultation and stakeholder involvement
  • development of policies and procedures
  • methods of action to ensure performance
  • monitoring of time lines, budgets and other implementation plans
  • organisational procedures for engagement of consultants
• key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations such as:
  • confidentiality requirements
  • copyright laws
  • defamation laws
  • privacy laws
  • sweepstakes regulations
  • Trade Practices Act
• economic, social and industry directions, trends, and practices; organisational structures, roles, responsibilities and policies; industry product and service knowledge.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • preparing at least one market research plan • developing specifications for research components outsourced to external consultants as appropriate • managing market research activities in accordance with organisational market research policy and procedures • evaluating research processes and findings against relevant market research project plan and work plans • preparing and presenting a report on market research

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	findings.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to previous market research plans and exemplars of market research project specifications.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment of written reports evaluating market research activities • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations • oral or written questioning to assess knowledge and understanding • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	• Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other marketing units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Research policies and procedures may include:	• measures taken to ensure quality of data and to set validity and reliability requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• occupational health and safety procedures, practices, policies and precautions • opportunities for involvement of enterprise staff and other stakeholders • performance indicators, targets and specifications • privacy and confidentiality guidelines, and ethical considerations • procedures to accurately document findings and to ensure accuracy is being attained • relevant national, state and local legislation
Finalisation may include:	• additional detail on any matter of operations that was not required for approved plans but is required for action by researchers or other relevant personnel
Processes to obtain required resources may involve:	• liaison and negotiation with key stakeholders • organisational procedures and requirements for obtaining resources • written and oral submissions for resources
Monitoring work plan activity may include:	• amending work plan if necessary • documenting what is required of researchers, by when and with what resources • conducting meetings, briefings or providing direct supervision • providing opportunities for feedback, support, advice and debriefing for research workers • developing and implementing procedures for regular reviews of progress
Stakeholders may include:	• Board • chief executive officer • management committee • marketing personnel • other managers • owners • production staff • senior management team • supervisors • team members

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBPUR501B Develop, implement and review purchasing strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit specifies the outcomes required to develop, implement and evaluate an organisation's purchasing strategies, and implement improvements to those strategies. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who develop strategies detailing the organisation's policies, guidelines and procedures for purchasing. The unit is typically undertaken by a senior purchasing officer or purchasing manager. While they may work closely with other staff members in the organisation, they have individual responsibility and autonomy to develop, communicate and implement organisational purchasing strategies. Individuals undertaking this unit support the work of other employees carrying out purchasing activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Determine purchasing objectives	1.1. Research and analyse the suitability of industry benchmarks for purchasing for the organisation 1.2. Analyse organisation's purchasing data and information 1.3. Undertake consultations with ***relevant stakeholders*** and ***personnel*** to inform development of purchasing objectives 1.4. Draft purchasing objectives in line with organisation's goals 1.5. Gain approval from relevant personnel for purchasing objectives
2. Develop purchasing strategies	2.1. Develop ***purchasing strategies***, taking into account ***legal requirements*** and purchasing objectives 2.2. Include ***five rights*** in purchasing criteria 2.3. Develop human resource, financial and other plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	to support implementation of purchasing strategies 2.4. Make changes resulting from feedback from relevant personnel about purchasing plans and strategies 2.5. Gain approval for plans to implement purchasing plans and strategies
3. Implement purchasing strategies	3.1. Communicate purchasing strategies to relevant personnel and stakeholders 3.2. Access ***resources*** needed to implement purchasing strategies 3.3. Provide ***support*** to implement purchasing strategies 3.4. Monitor implementation of purchasing strategies by the organisation 3.5. Identify and address problems and issues arising during implementation of purchasing strategies 3.6. Provide reports to relevant personnel and stakeholders on the implementation of purchasing strategies
4. Evaluate purchasing strategies and implement improvements	4.1. Review implementation of purchasing strategies 4.2. Identify improvements to purchasing strategies from review process 4.3. Gain approval to implement improvements to purchasing strategies 4.4. Communicate improvements to relevant stakeholders and provide support to implement improvements 4.5. Monitor and review implementation of improvements to determine their effectiveness

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • communication and negotiation skills to liaise with suppliers and relevant stakeholders and negotiate agreement appropriate purchasing strategies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• literacy skills to write purchasing policies and procedures and reports containing complex concepts • financial management skills to create and manage a budget framework for conducting purchasing activities • technology skills to operate software relating to online purchasing.
Required knowledge

• identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
  • consumer protection legislation
  • contract law
  • import of goods and services, where relevant
  • sale of goods legislation
  • Trade Practices Act
• information about industry benchmarks for purchasing, including information from:
  • peak bodies and industry associations
• Australian Standards organisation policies and procedures related to:
  • business terms and conditions for purchasing, tendering and contracting
  • contracting and tendering
  • ethical behaviour
  • purchasing
• product knowledge related to goods and services required by the organisation
• range of software programs used in online purchasing.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • development of purchasing objectives and strategies for an organisation • implementation of those purchasing strategies in an

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	organisation • evaluation and implementation of improvements to purchasing strategies in an organisation.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • organisation's purchasing strategies and relevant purchasing records.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of documented purchasing objectives and strategies • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning to assess knowledge • review testimony from team members, colleagues, supervisors or managers • review of authenticated documents from the workplace or training environment.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other purchasing units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Relevant stakeholders may include:	• clients • contractors • customers • suppliers • tenderers
Personnel may include:	• Board members • CEOs • coordinators • internal users of purchased goods and services • leaders • managers • owners • relevant staff in other work sections • staff in own work section, team members and colleagues • supervisors
Purchasing strategies may include:	• criteria for evaluating purchasing performance • different policies, procedures and strategies for different dollar values of purchases • key performance indicators for purchasing • limits of authority to approve purchases • methodology for evaluating purchasing performance • organisational and industry codes of conduct and ethics • policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers • requirements for fairness and transparency in purchasing
Legal requirements may include issues in relation to:	• access and equity • accreditation, licence, patent and copyright • codes of practice • data collection, storage and retrieval • ethical conduct and governance • industrial relations • insurance • occupational health and safety • operation, maintenance and service of tools,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	equipment, plant and machinery • planning • privacy and confidentiality • professional development • standards (Australian and international) • warranties

The five rights are:	• right supplier:
	  • demonstrable expertise and experience
	  • due diligence requirements
	  • ethical conduct requirements
	  • evidence of past legal compliance
	  • requirements to use organisations linked by ownership, partnership, alliance or other arrangements
	• right price:
	  • cost/price analysis
	  • value-for-money
	• right quantity:
	  • supply guarantees
	• right quality:
	  • confidentiality and probity requirements
	  • key performance indicators
	  • measures to manage risk
	  • quality accreditation
	• right time:
	  • supply guarantees

Resources may include human, physical and other resources such as:	• documentation required for purchasing, such as proformas, order forms, standard tender documentation and basic standard contracts • software systems for inventory management or online purchasing • staff to undertake or assist with purchasing
Support may include:	• information sessions and briefings • training programs • written information including procedures and internet or intranet-based information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Administration - Purchasing and Contracting

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBRES401A Analyse and present research information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are required to apply their broad knowledge of the work environment to analysis and research tasks. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather and organise information	1.1. Gather and organise ***information*** in a format suitable for analysis, interpretation and dissemination in accordance with ***organisational requirements*** 1.2. Access information held by the organisation ensuring accuracy and relevance in line with established organisational requirements 1.3. Ensure that ***methods of collecting information*** are reliable and make efficient use of resources in accordance with organisational requirements 1.4. Identify research requirements for combining online research with non-electronic sources of information 1.5. Use ***business technology*** to access, organise and monitor information in accordance with organisational requirements 1.6. Update, modify, maintain and store information, in accordance with organisational requirements
2. Research and analyse information	2.1. Clearly define ***objectives of research*** ensuring consistency with organisational requirements 2.2. Ensure that data and ***research strategies*** used are valid and relevant to the requirements of the research and make efficient use of available resources 2.3. Identify ***key words and phrases*** for use as part of any online search strategy, including the use of ***Boolean operators*** and other search tools

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4. Use reliable ***methods of data analysis*** that are suitable to research purposes 2.5. Ensure that assumptions and conclusions used in analyses are clear, justified, supported by evidence and consistent with research and ***business objectives***
3. Present information	3.1. Present recommendations and issues in an appropriate format, style and structure using suitable business technology 3.2. Structure and format reports in a clear manner that conforms to organisational requirements 3.3. Report and distribute research findings in accordance with organisational requirements 3.4. Obtain ***feedback*** and comments on suitability and sufficiency of findings in accordance with organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read, write and understand a variety of texts; and to edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- problem-solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate
- technology skills to select and use technology appropriate to a task
- research skills to identify and access information.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- organisational record keeping/filing systems, security procedures and safe

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
recording practices • organisational policies and procedures relating to distribution of workplace information, and legal and ethical obligations • research processes and strategies to identify new sources (online and print) of information and to use them most efficiently and effectively.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • presenting information and data • maintaining and handling data and documents systematically • analysing and interpreting data to support organisational activities • knowledge of research processes and strategies to identify new sources of information.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • examples of research tasks and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • observation of presentations • review of documentation outlining recommendations and issues

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• review of reports outlining research findings.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • IT use units • Governance units

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Information may include:	• demographic data • service delivery records • computer databases (library catalogue, customer records, subscription database, internet) • computer files (letters, memos and other documents) • correspondence (faxes, memos, letters, email) • financial figures • forms (insurance forms, membership forms) • information on training needs • invoices (from suppliers, to debtors) • marketing reports/plans/budgets • personnel records (personal details, salary rates) • production targets • sales records (monthly forecasts, targets achieved)
Organisational requirements may include:	• anti-discrimination and related policy • business and performance plans • Code of Conduct/Code of Ethics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • information protocols • legal and organisational policies, guidelines and requirements • management and accountability channels • OHS policies, procedures and programs • procedures for updating records • quality assurance and/or procedures manuals • security and confidentiality requirements
Methods of collecting information may include:	• checking research provided by others • checking written material including referrals and client files • individual research • information from other organisations • interviews with community members, colleagues/customers • observation and listening • previous file records • questioning (in person or indirect) • recruitment applications and other forms
Business technology may include:	• answering machine • computer • fax machine • photocopier • telephone
Objectives of research may include:	• comparative analysis • hypothesis testing • identification of trends • industry pricing policies • process mapping • situational diagnosis
Research strategies may include:	• data analysis • documentation reviews • focus groups • interviewing colleagues and clients • online searching • product sampling • subscription databases

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Key words and phrases may include:	• American spellings when searching online • cultural or geographic terms • using different thesauri in different databases
Boolean operators may include:	• exclude - / NOT • include +/ AND • or • phrase searching " "/( ) • variations, depending on the resource being used
Methods of data analysis may include:	• data sampling • feedback on results • peer review • review of previous research • statistical analysis
Business objectives may include:	• community capacity building • community development • service provision • business planning • financial performance • flexibility, responsiveness • interpersonal communication • marketing and customer service • organisational values and behaviours • people management • work procedures and quality assurance manuals
Feedback may include:	• audit documentation and reports • comments from community, board members, clients and colleagues • customer satisfaction questionnaires • quality assurance data • returned goods

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Knowledge Management - Research

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBSUS501A Develop workplace policy and procedures for sustainability

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Application of the Unit

Application of the unit	This unit addresses the knowledge, processes and techniques necessary to develop approaches to sustainability within workplaces, including the development and implementation of policy. This unit applies to people with managerial responsibility who undertake work developing approaches to create strategies within workplaces, including the development and implementation of policy and includes: • communicating with relevant stakeholders • developing and monitoring policies • reviewing and improving policies. A person who demonstrates competence in this unit must be able to provide evidence of the ability to develop and implement integrated sustainability policies and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	procedures within an enterprise. The review of the policy after implementation will also need to be evidenced. The context of the unit applies to all sectors of the business industry; it may be applied to all sections of an organisation, including the office, the factory floor, or work area. With such a broad application, the unit will need to be contextualised as it is applied across an organisation and across different industry sectors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop workplace sustainability policy	1.1. Define ***scope*** of sustainability policy 1.2. Gather information from a range of ***sources*** to plan and develop policy 1.3. Identify and consult ***stakeholders*** as a key component of the policy development process 1.4. Include appropriate ***strategies*** in policy at all stages of work for minimising resource use, reducing toxic material and hazardous chemical use, and employing life cycle management approaches 1.5. Make recommendations for policy options based on likely effectiveness, timeframes and cost 1.6. Develop policy that reflects the organisation's commitment to sustainability as an integral part of business planning and as a business opportunity 1.7. Agree to appropriate methods of implementation
2. Communicate workplace sustainability policy	2.1. Promote workplace sustainability policy, including its expected outcome to key stakeholders 2.2. Inform those involved in implementing the policy as to outcomes expected, activities to be undertaken and responsibilities assigned
3. Implement workplace sustainability policy	3.1. Develop and communicate procedures to help implement workplace sustainability policy 3.2. Implement strategies for continuous improvement in resource efficiency 3.3. Establish and assign responsibility to use recording systems for tracking continuous improvements in sustainability approaches
4. Review workplace sustainability policy implementation	4.1. Document outcomes and provide feedback to key personnel and stakeholders 4.2. Investigate successes or otherwise of policy 4.3. Monitor records to identify trends that may require remedial action and use to promote continuous improvement of performance 4.4. Modify policy and or procedures as required to ensure improvements are made

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills to adjust communication to suit different audiences; to respond effectively to diversity; to work as a member of a team to consult on and validate policy • literacy skills to read and evaluate complex and formal documents such as policy and legislation • problem skills to effectively manage different points of view and dissenting stakeholders • research, analytical and writing skills to research, analyse and present information; to prepare written reports requiring precision of expression and language and structures suited to the intended audience
Required knowledge
• best practice approaches relevant to own work area • environmental or sustainability legislation, regulations and codes of practice applicable to industry and organisation • equal employment opportunity, equity and diversity principles and occupational health and safety implications of policy being developed • policy development processes and practices • principles, practices and available tools and techniques of sustainability management relevant to the particular industry context • quality assurance systems relevant to own organisation • relevant industry competency • relevant organisational polices, procedures and protocols • relevant systems and procedures to aid in the achievement of workplace sustainability

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • candidate's involvement as a key person in planning, developing and implementing organisational policy and that the developed policy complies with legislative requirements • implementation strategy, as part of the policy, that has been devised, implemented and reviewed showing a measurable improvement utilising the chosen benchmark indicators • communicating with stakeholders to discuss possible approaches to policy development and implementation, and contributing to the resolution of disputes among stakeholders • developing and monitoring policies for analysing data on enterprise resource consumption • using software systems for recording and filing documentation for measurement of current usage and using word processing and other basic software for interpreting charts, flowcharts, graphs and other visual data and information • reviewing and improving policies by identifying improvements and benchmarking against industry best practice and attempting new approaches continuously over time.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to relevant legislation/standards/guidelines • access to a range of workplace documentation and personnel, information and resources (such as compliance obligations, organisational plans, work responsibilities) • access to reports from other parties involved in the development and implementation of policy • evidence is collected over time, involving both formative and summative assessment • evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • response to case studies • review of policy developed and procedural documentation outlining the approach taken • review of implementation strategy, plans and work plans • analysis of methods used to involve stakeholders in policy development, implementation and review • analysis of inefficiencies or opportunities for improvements identified in the workplace • evaluation of participation in sustainability work practices and programs such as an environmental management framework • observation over time in relation to review of work area relating to policy and procedures being developed to assess measurement of resources used, hazards and compliance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBATSIM419A Contribute to the development and implementation of organisational policies • BSBHRM506A Manage recruitment, selection and induction processes • BSBHRM602B Manage human resources strategic planning • BSBINN502A Build and sustain an innovative work environment • BSBMGT515A Manage operational plan • BSBMGT516C Facilitate continuous improvement • BSBMGT608C Manage innovation and continuous improvement • BSBMGT616A Develop and implement strategic plans • BSBMGT617A Develop and implement a business plan • BSBRSK501A Manage risk.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	

Scope of workplace sustainability policy may include:	• addressing sustainability initiatives through reference to standards, guidelines and approaches such as:
	  • ecological foot printing
	  • Energy Efficiency Opportunities Bill 2005l
	  • Global Reporting Initiative
	  • green office program
	  • green purchasing
	  • Greenhouse Challenge Plus (Australian government initiative)
	  • ISO 14001:1996 Environmental management systems life cycle analyses
	  • life cycle analyses
	  • product stewardship
	  • supply chain management
	  • sustainability covenants/compacts
	  • triple bottom line reporting
	• integrated approach to sustainability which includes environmental, economic and social aspects, or a specific approach that focuses on each aspect individually
	• investigating particular business and market context of the industry/organisation
	• meeting relevant laws, by laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Act):
	  • international
	  • commonwealth
	  • state/territory
	  • industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• organisation • parts of the organisation to which it is to apply, including whether it is for the whole organisation, one site, one work area or a combination of these.
Sources may include:	• regulatory sources • relevant personnel • organisational specifications.

Stakeholders may include:	• individuals and groups both inside and outside the organisation who have some direct interest in the organisation's conduct, actions, products and services, including:
	  • customers
	  • employees at all levels of the organisation
	  • government
	  • investors
	  • local community
	  • other organisations
	  • regulators
	  • suppliers
	• key personnel within the organisation and specialists outside the organisation who may have particular technical expertise.

Strategies may include:	• promotional activities • raising awareness among stakeholders • training staff in sustainability principles and techniques.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Sustainability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBWOR204A Use business technology

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select and use technology	1.1. Select appropriate ***technology*** and ***software applications*** to achieve the requirements of the task 1.2. Adjust workspace, furniture and equipment to suit user ergonomic requirements 1.3. Use technology according to ***organisational requirements*** and in a way which promotes a safe work environment
2. Process and organise data	2.1. Identify, open, generate or amend files and records according to task and organisational requirements 2.2. Operate ***input devices*** according to organisational requirements 2.3. ***Store data*** appropriately and exit applications without damage to or loss of, data 2.4. Use manuals, training booklets and/or online help or help-desks to overcome basic difficulties with applications
3. Maintain technology	3.1. Identify and replace used ***technology consumables*** in accordance with manufacturer's instructions and organisational requirements 3.2. Carry out and/or arrange ***routine maintenance*** to ensure equipment is maintained in accordance with manufacturer's instructions and organisational requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.3. ***Identify equipment faults*** accurately and take action in accordance with manufacturer's instructions or report fault to designated person

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to follow written instructions • communication skills to request advice, to receive feedback and to work with a team • problem-solving skills to solve routine technology problems.
Required knowledge

• key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  • anti-discrimination legislation
• ethical principles
  • codes of practice
  • privacy laws
  • occupational health and safety (OHS)
• organisational policies, plans and procedures, especially in regard to file-naming and storage conventions
• organisational IT procedures including back-up and virus protection procedures
• basic technical terminology in relation to reading help-files and manuals.

Evidence Guide

EVIDENCE GUIDE
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • selection and application of appropriate equipment and software applications in relation to assigned task/s • access, retrieval and storage of required data • performance of basic maintenance on a range of office equipment
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • examples of files and data for storage • manuals and training booklets for equipment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of office equipment • evaluation of maintaining technology.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • IT use units • other industry capability units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Technology may include:	• computer technology, such as laptops and personal computers • digital cameras • modems • printers • scanners • zip drives • photocopiers • shredders • binders • laminators • cutters
Software applications may include:	• email, internet • word processing, spreadsheet, database, accounting or presentation packages
Organisational requirements may include:	• correctly identifying and opening files • legal and organisation policies, guidelines and requirements • locating data • log-on procedures • manufacturer's guidelines • OHS policies, procedures and programs • saving and closing files • storing data
Input devices may include:	• keyboard • mouse • numerical key pad • scanner
Storage of data may include:	• appropriate storage/filing of hard copies of computer generated documents • storage in directories and sub-directories • storage on CD-ROMs, hard and floppy disk drives or back-up systems
Technology consumables may include:	• back-up tapes • CD-ROM • floppy disks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• print heads • printer ribbons and cartridges • toner cartridges • zip disks
Routine maintenance may include:	• in-house cleaning and servicing of equipment according to manufacturer's guidelines • periodic servicing by qualified or manufacturer approved, technician • regular checking of equipment • replacing consumables
Identifying equipment faults may include:	• checking repairs have been carried out • encouraging feedback from work colleagues • keeping a log book of detected faults • preparing a maintenance program • regular back-ups of data • regular OHS inspections • routine checking of equipment

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Workplace Effectiveness

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

CPPSEC2012A Monitor and control individual and crowd behaviour

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to maintain safety and security of persons, property and premises. It requires the ability to observe and monitor individual and crowd behaviour and identify and respond to potential threats and incidents.

This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for monitoring.	1.1 Applicable provisions of ***legislative*** and ***organisational requirements*** relevant to ***assignment instructions*** are identified and complied with. 1.2 ***Work tasks*** are verified and clarified as required with ***relevant persons***. 1.3 Personal dress and presentation is maintained to meet assignment requirements. 1.4 ***Resources and equipment*** are confirmed and checked for operational effectiveness and serviceability in accordance with manufacturer's instructions. 1.5 Faulty or damaged equipment is replaced and reported in accordance with organisational procedures. 1.6 ***Site*** layout details and ***communication channels and processes*** are verified and clarified with relevant persons as required.
2 Monitor individual and crowd behaviour.	2.1 Systematic personal safety checks are conducted on a regular basis in accordance with organisational procedures. 2.2 Crowd and individual behaviour is monitored to ensure the security and safety of persons and property. 2.3 Security status of the venue and crowd is determined and communicated as required to appropriate persons. 2.4 Communication is courteous and professional and ***interpersonal techniques*** reflect an awareness of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	individual ***social and cultural differences***.
	2.5 Persons behaving in a potentially disruptive manner are identified and assessed for degree of risk to self, others, property and premises.
3 Identify and respond to security risk situation.	3.1 Potential ***security risks*** are identified and assessed for degree of risk.
	3.2 ***Response*** is formulated and carried out within scope of own role, competence and authority.
	3.3 Assistance requirements are identified and requested in accordance with organisational procedures.
	3.4 Changing circumstances are monitored and responses are adjusted as required to maintain security.
	3.5 Reports are prepared presenting all relevant facts and information in appropriate format, style and structure.
	3.6 Relevant ***documentation*** is completed and processed in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- comply with procedures to assess and control risks to self and others
- identify and comply with applicable legal and procedural requirements including licensing requirements and 'use of force' guidelines
- identify and comply with security incident response procedures
- identify response appropriate to security risk situation
- identify risk factors and assess degree of risk
- identify support and assistance requirements
- monitor crowd behaviour, size, safety and direction
- operate security and communications equipment
- record, report and document information
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- select and use appropriate personal protection equipment
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- communication channels, codes and signals
- emergency and evacuation procedures
- first aid procedures and their application
- instructions and procedures for responding to security risk situations
- legal provisions relating to powers of arrest and 'use of force' guidelines
- limits of own responsibility and authority
- methods of restraint
- negotiation and conflict resolution techniques
- observation and monitoring techniques
- operational functions and procedures for the use of communications, security and personal protection equipment
- principles of effective communication including interpersonal techniques
- procedures and requirements for documenting security incidents
- range of potential security incidents and appropriate responses
- reporting structure and processes
- site layout and access points.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- assessing site layout and verifying communication and security requirements prior to assignment
- completing and processing documentation
- complying with applicable legislation and procedural requirements to maximise the safety and protection of persons, property and premises
- observing and monitoring persons and identifying and responding appropriately to potential threats and hazards
- operating and maintaining security, communications and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

personal protection equipment
- using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Legislative requirements may relate to:

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements (eg security industry, casino security etc)
- privacy and confidentiality
- relevant commonwealth, state and territory legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - Occupational Health and Safety (OHS)
- relevant industry codes of practice
- trespass and the removal of persons
- use of restraints and weapons:
  - batons
  - firearms
  - handcuffs
  - spray.

Organisational requirements may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• emergency and evacuation procedures • employer and employee rights and responsibilities • OHS policies, procedures and programs • own role, responsibility and authority • personal and professional development • privacy and confidentiality of information • quality assurance and continuous improvement processes and standards • resource parameters and procedures • roles, functions and responsibilities of security personnel • storage and disposal of information.
Assignment instructions may include:	• assignment purpose and objective • assignment tasks and procedures • assignment timeframe • client information • incident and security risk response procedures • personal presentation requirements • personal protection equipment • premises location and layout • reporting and documentation requirements • resource and equipment requirements • travel routes and schedules.
Work tasks may relate to:	• control of exit from and access to premises • crowd control • escort of people • routine security monitoring of site • screening of people.
Relevant persons **may include**:	• clients • colleagues • emergency services personnel and agencies • security personnel • supervisor.

Resources and equipment may include:	• communication equipment
	  • earpiece
	  • pager
	  • portable and mounted two-way radio
	  • telephone and mobile phone
	• maps
	• pen and security notebook
	• personal protection equipment
	• security equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- electronic screening equipment
- video cameras and monitors
- security personnel and specialist services
- transport.

***Sites* may include**:
- licensed premises
- outdoor and indoor venues
- private functions
- protests
- public events
- sporting events.

Communication channels and processes may relate to:
- direct line supervision paths
- established communication protocols
- formal communication pathways
- lateral supervision paths
- organisational communication networks
- verbal and non-verbal communication procedures eg pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals.

Interpersonal techniques may involve:
- active listening
- being non-judgemental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice and body language
- culturally aware and sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing sufficient time for questions and responses
- reflection and summarising
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

***Social and cultural differences* may relate to**:
- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs.

Security risks may
- breaches of law eg criminal damage, offences against people, public order, misuse of drugs and alcohol

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

relate to:	• emergencies eg fire, scenes of crime, accidents • hazards eg physical, chemical, electrical, psychological, biological • threats eg bombs, sabotage, assassination.
***Response* may involve**:	• checking identification • defusing the situation • evacuating the premises • isolating area of potential risk • isolating risk • issuing verbal warnings • notifying relevant emergency services agencies • offering assistance • provision of first aid • request for support and assistance • restraint of person • tactical withdrawal • use of basic defensive techniques • use of negotiation techniques.
***Documentation* may include**:	• activity logs • incident reports • request for assistance forms • security risk and incident details • vehicle and personnel movements • written and electronic reports.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CPPSEC3017A Plan and conduct evacuation of premises

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to plan and conduct an evacuation of premises while providing for the maximum safety and protection of self and others. It requires the ability to contribute to the development of an evacuation policy, arrange and participate in evacuation drills, maintain regular communication with designated fire wardens, and conduct evacuations.

This unit may form part of the licensing requirements for persons engaged in guarding operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency has wide application in the security industry in those roles involving guarding activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Contribute to writing of policy and procedures for an evacuation situation.	1.1 Applicable provisions of ***legislative*** and ***organisational requirements*** relevant to planning and conducting evacuations are identified and complied with. 1.2 Occupational Health and Safety (OHS) requirements for evacuation procedures are obtained and reviewed. 1.3 ***Emergency scenarios*** are discussed and a system of emergency alerting determined in consultation with ***relevant persons***. 1.4 Evacuation policy incorporates outcomes of the consultative process and is presented for review to relevant persons. 1.5 Presented information uses clear and concise language and complies with organisational requirements for format, style and structure. 1.6 Industry information is regularly reviewed to establish the need for new or revised evacuation policy and procedures.
2 Participate in conducting evacuation drills.	2.1 Documented evacuation policy and procedures are disseminated to relevant persons in accordance with organisational procedures. 2.2 Further information and support materials are readily available and accessible. 2.3 Routine and regular evacuation drills are planned and scheduled in consultation with relevant persons. 2.4 Fire wardens are identified and confirmed in strategic

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	locations. 2.5 Evacuation drills are conducted in accordance with evacuation policy and procedures. 2.6 Feedback on evacuation implementation is sought and modifications to evacuation policy and procedures are finalised and reissued in a timely manner.
3 Conduct evacuation.	3.1 Evacuation need is determined and appropriate emergency services agencies are ***notified***. 3.2 ***Hazards*** are identified and appropriate ***risk control measures*** are implemented within scope of own responsibility, competency and authority. 3.3 ***Evacuation of premises*** is conducted in accordance with evacuation policy and procedures. 3.4 Mobility impaired persons are identified and special arrangements implemented in accordance with organisational procedures. 3.5 Evacuated personnel are accounted for in accordance with evacuation policy and procedures. 3.6 Relevant ***documentation*** is completed and securely maintained in accordance organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- accurately complete reports and process documentation
- accurately recognise and monitor the likely source of risks and threats
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- conduct evacuation drills
- facilitate commonsense solutions within operating parameters
- identify and comply with applicable legal and procedural requirements including licensing requirements
- identify potential security threats to people, property and premises
- interpret codes and alarm signals and respond accordingly
- maximise the safety and protection of self and others

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- plan and prepare evacuation procedures
- present a professional image to members of the public and colleagues
- prioritise planning activities and meet designated timeframes
- recognise support and assistance requirements
- record and report information
- safely and efficiently conduct evacuation procedures.

Required knowledge

- applicable legislation and regulations including licensing requirements
- bomb threat and counter-terrorism procedures
- documentation procedures and processes
- emergency and evacuation requirements for organisations
- first aid principles and procedures
- limits of own responsibility and authority
- location of emergency and security systems
- planning methods
- premises layout and access points
- principles of effective communication including interpersonal techniques
- report and documentation requirements
- types of safety hazards and risks.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- accurately planning and completing an evacuation of premises including maintaining related documentation
- assessing a variety of potentially dangerous situations requiring the movement of persons
- conducting evacuation drills and following emergency procedures in compliance with emergency services requirements
- implementing plans and procedures to control the movement of persons including persons with reduced mobility

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- selecting and using appropriate security equipment throughout evacuation.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Legislative requirements may relate to:

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- relevant commonwealth, state and territory legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - OHS
- relevant industry codes of practice
- trespass and the removal of persons
- use of restraints and weapons:
  - batons
  - firearms
  - handcuffs
  - spray.

***Organisational requirements* may relate to**:

- access and equity policy, principles and practice
- business and performance plans
- client service standards
- code of conduct
- code of ethics
- communication channels and reporting procedures
- documentation systems, procedures and processes
- emergency and evacuation procedures
- employer and employee rights and responsibilities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• legal and organisational policy and procedures including personnel practices and guidelines • legislation relevant to the operation, incident or response • OHS policies, procedures and programs • organisational goals, objectives, plans, systems and processes • policies and procedures relating to own role, responsibility and delegation • quality and continuous improvement processes and standards • resource parameters.
Emergency scenarios may include:	• emergencies eg fire, scenes of crime, accidents • hazardous situations eg physical, chemical, electrical, psychological, biological • threats eg bombs, sabotage.
***Relevant persons* may include**:	• building manager • clients • colleagues • emergency services personnel eg fire, ambulance, police, army bomb disposal unit • fire wardens • supervisor.
***Notification* may be made by**:	• dedicated communications link • direct alarm link • telephone and mobile phone • two-way radio (portable and installed).
***Hazards* may include**:	• blocked stairway exits • falling debris • incorrect or insufficient information on evacuation procedures • smoke inhalation.
***Risk control measures* may involve**:	• evacuating the premises • isolating and removal of risk • isolating area of potential risk • notifying relevant emergency services agencies • providing access for emergency services • provision of first aid • request for support and assistance • restraint of person • use of negotiation techniques.
***Evacuation of premises* may be**:	• by designated alternative routes • by prescribed primary routes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Documentation may include:	• to designated assembly point. • activity logs • incident reports • request for assistance forms • review and feedback of evacuation policy and procedures.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CPPSEC3018A Provide for the safety of persons at risk

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to ensure the safety of persons at risk under various security assignment conditions. It requires the ability to plan and prepare security arrangements, implement security and safety policies during escort activities, and monitor and review the effectiveness of the security assignment.

This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for security assignment.	1.1 Applicable provisions of ***legislative*** and ***organisational requirements*** relevant to ***assignment instructions*** are identified and complied with. 1.2 Assignment instructions and other relevant information is clarified as required with ***relevant persons***. 1.3 ***Resource and equipment*** requirements are confirmed and organised in accordance with organisational procedures. 1.4 Route and site assessment is undertaken in accordance with organisational procedures. 1.5 Equipment is checked for operational effectiveness and faulty or damaged equipment is reported in accordance with organisational procedures. 1.6 Personal dress and presentation is maintained to professional standards at all times. 1.7 ***Communication channels and processes*** are confirmed with relevant persons in accordance with organisational procedures.
2 Monitor and maintain safety of VIPs.	2.1 ***Security procedures*** are conducted and confirmed in accordance with assignment instructions. 2.2 Security operations are continually monitored and adjusted as required to maintain maximum security. 2.3 Communication is maintained continually throughout security operations in accordance with assignment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	instructions and organisational procedures.
	2.4 ***Interpersonal techniques*** are used which reflect an awareness of individual ***social and cultural differences***.
	2.5 Potential ***security risk*** situations are identified, risk assessed and ***responded*** to within own scope of responsibility and competence.
	2.6 VIPs are advised of all factors which may affect their personal safety in accordance with organisational procedures.
	2.7 Need for extra assistance or advice is promptly identified and sought from relevant persons in accordance with organisational procedures.
3 Review and evaluate security operations.	3.1 A process of continual ***assessment*** is applied to review and evaluate the efficiency and effectiveness of security operations.
	3.2 Reports and relevant ***documentation*** are prepared in a timely manner presenting all relevant facts and information in accordance with organisational procedures.
	3.3 Incident observations are provided accurately and constructively and opportunities for improvement are identified.
	3.4 Security operations are reviewed and written findings and recommendations are provided to inform future practice.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- assess client security requirements
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using appropriate channels and clear and concise language
- determine response appropriate to security risk situation
- escort persons
- estimate and calculate resource and equipment requirements
- identify and comply with applicable legal and procedural requirements including licensing requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- identify and comply with security incident response procedures
- identify potential security threats and the likely source of risks
- identify support and assistance requirements
- operate security and communications equipment
- present a professional image to members of the public and colleagues
- record, report and document information
- select and use appropriate personal protection equipment
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- client confidentiality requirements
- communication channels, codes and signals
- emergency and evacuation procedures
- escort procedures
- first aid procedures and their application
- instructions and procedures for responding to security risk situations
- legal provisions relating to 'use of force' guidelines
- limits of own responsibility and authority
- observation and monitoring techniques
- operational functions and procedures for the use of communications, security and personal protection equipment
- principles of effective communication including interpersonal techniques
- procedures and requirements for documenting security incidents
- reporting structure and processes
- security incidents and appropriate responses
- security risk assessment methods.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of: • accurately assessing assignment needs and instructions and determining approaches and resources to be applied

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- accurately identifying and assessing factors which might impact on the safety and security of VIPs and formulating and implementing appropriate responses
- reviewing and evaluating security operations through a process of continual assessment, feedback and exchange of information with relevant personnel
- systematically monitoring security activities and varying operational plans as required to meet changing circumstances.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Legislative requirements may relate to:

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- relevant commonwealth, state and territory legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - Occupational Health and Safety (OHS)
- relevant industry codes of practice
- trespass and the removal of persons
- use of restraints and weapons:
  - batons
  - firearms
  - handcuffs
  - spray.

Organisational requirements may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Assignment instructions may include:

- assignment purpose and objective
- assignment tasks and procedures
- assignment timeframe
- client identification information
- incident and security risk response procedures
- personal presentation requirements
- personal protection equipment
- premises location and layout
- reporting and documentation requirements
- resource and equipment requirements
- travel routes and schedules.

***Relevant persons* may include**:

- clients
- colleagues
- emergency services personnel and agencies
- security personnel
- supervisor.

Resources and equipment may include:

- communications equipment:
  - earpiece
  - pager
  - portable and mounted two-way radio
  - telephone and mobile phone
- maps
- pen and security notebook
- personal protection equipment
- security equipment:
  - electronic screening equipment
  - video cameras and monitors
- security personnel and specialist services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• transport.
Communication channels and processes may relate to:	• direct line supervision paths • established communication protocols • formal communication pathways • lateral supervision paths • organisational communication networks • verbal and non-verbal communication procedures eg pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals.
***Security procedures* may include**:	• appropriate positioning of relevant persons • communication of 'need to know' information to relevant persons • escort procedures • establishment and guarding of 'no go zones' • establishment of communication strategies • installation and operation of surveillance and communication equipment • issuance of ID cards for relevant persons • keying off lifts • negotiation and communication with VIPs own security staff • search of premises • security checks of relevant persons • setting up a central 'command post'.
Interpersonal techniques may involve:	• active listening • being non-judgemental • being respectful and non-discriminatory • constructive feedback • control of tone of voice and body language • culturally aware and sensitive use of language and concepts • demonstrating flexibility and willingness to negotiate • effective verbal and non-verbal communication • maintaining professionalism • providing sufficient time for questions and responses • reflection and summarising • two-way interaction • use of plain English • use of positive, confident and cooperative language.
***Social and cultural differences* may relate to**:	• dress and personal presentation • food • language

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	• religion • social conventions • traditional practices • values and beliefs.
Security risks may relate to:	• breaches of law eg criminal damage, offences against people, public order, misuse of drugs and alcohol • emergencies eg fire, scenes of crime, accidents • hazards eg physical, chemical, electrical, psychological, biological • threats eg bombs, sabotage, kidnap, assassination.
***Response* may involve**:	• defusing the situation • evacuating the premises • isolating area of potential risk • isolating risk • notifying relevant emergency services agencies • provision of first aid • request for support and assistance • restraint of person • tactical withdrawal • use of basic defensive techniques • use of negotiation techniques.
***Assessment* may include**:	• review to specifications and other documentation within organisational and industry policy guidelines • competency assessment for recording purposes.
***Documentation* may include**:	• activity logs • incident reports • request for assistance forms • security risk and incident details • vehicle and personnel movements • written and electronic reports.

Unit Sector(s)

Unit sector	Security

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Operations

Modification History

Not Available

INTRODUCTION

UNIT DESCRIPTOR This unit describes the skills and knowledge required to interpret vision system production requirements, participate in run-throughs and ultimately operate a range of vision systems during a live production or event. It also covers the requirement to disassemble equipment. Vision system technicians who operate equipment in a range of live production environments require these skills. The technician may or may not be responsible for installation and set-up.

ELEMENT	PERFORMANCE CRITERIA
1 Participate in technical or creative run through	1.1 Liaise with relevant personnel and read production documents to determine the technical and production requirements for vision systems 1.2 Participate in any required technical or creative run- through, note any equipment deficiencies or technical adjustments to be made 1.3 Plot and run through cues on direction from the appropriate personnel and according to equipment, sequencing, timing and speed requirements 1.4 Make any necessary changes to cues and modify cue sheets as required 1.5 Execute any necessary changes to equipment according to modifications required
2 Prepare for vision system operation	2.1 Check that final requirements for vision systems operation have been identified, implemented and documented 2.2 Check communications equipment to ensure that it is in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		working order 2.3 Power up and conduct a check on all primary and back-up equipment and accessories to ensure that they are in working order 2.4 Rectify any faults or problems and inform relevant personnel of any ongoing problems
3	Operate vision systems	3.1 Execute on cue all vision system operations in accordance with the running sheet and/or direction from appropriate personnel 3.2 Use all equipment features correctly and liaise with other technical personnel, as required, to ensure delivery of the required vision system effect 3.3 Modify cues, as required, to cater for unexpected contingencies 3.4 React to any equipment malfunctions by rectifying the fault safely and efficiently and inform relevant personnel 3.5 Use back-up systems appropriately if required
4	Shut down and disassemble the equipment	4.1 Safely power down the equipment following manufacturer instructions and enterprise procedures 4.2 Secure vision systems to avoid damage when unattended 4.3 Break down and carry vision system and, accessories employing safe lifting techniques 4.4 Safely pack all equipment to avoid damage and prepare for transport if required 4.5 Leave the work site in the original or improved condition, ensuring that there has been no adverse impact on the site 4.6 Complete any organisational documentation accurately and provide copies to relevant personnel

RANGE STATEMENT

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Vision systems used will be determined by the equipment used within an	• projection equipment, including overhead projectors, 35mm slides, surtitles, film of any

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

organisation but may include:	gauge, video projectors, data grade projectors • computers • televisions • monitors • video players • amplifiers and PA systems • speakers • communications systems (talkback) • show relay • cable or infra-red controllers • lighting control or computers • recording and playback devices for audio and images • video, digital and still cameras • connectors • computerised operating console • lighting fixtures • microphones (cabled and wireless) • two-way communication sets
Vision systems may be used in a range of environments, including:	• live theatre, front or back of house • meeting and conference facilities • outdoor venues • festivals • events • shopping centres • hotels • clubs • attractions and theme parks • showgrounds
Accessories may include:	• screens • truss • rostrum • curtaining • flats • masking • trolleys • stands

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

- mounting brackets
- chains and other rigging
- other staging effects

Appropriate personnel may include:

- supervisor
- head of department
- designer
- director
- other specialist staff
- client
- editors
- graphic artists
- photographers
- sound engineers
- lighting and stage crew

EVIDENCE GUIDE

Underpinning knowledge and skills

Assessment must include evidence of the following knowledge and skills: (note that some of this knowledge is shared with the unit CUEAUD02B Prepare, rig, test and modify vision systems equipment and care should be taken to avoid duplication where both units are to be assessed)

- the role and responsibilities of the vision systems technician during the actual operation of a production/performance, including appropriate protocols to be followed
- problem solving techniques during live production in relation to issues which arise with vision systems
- the technical operational aspects of the main types vision systems
- the performance capacities and limitations of various projectors and other elements used in vision systems
- understanding other technical elements of the production/event such as staging, lighting and sound elements to be used in conjunction with vision systems
- general knowledge of rigging procedures, including licencing requirements and restrictions
- relevant organisational and legislative occupational health and safety requirements, including safe manual handling techniques
- effective communication techniques for working with others during a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

live performance/production
- literacy skills sufficient to interpret documentation and plans, running sheets

Linkages to other units

It is strongly recommended that this unit be assessed with or after the following unit:

- CUEAUD06A
  - Apply a general knowledge of vision systems to work activities

This unit also has strong linkages to the following units, and combined training and/or assessment with those units may be appropriate, eg:

- CUEAUD02B
  - Prepare, rig, test and modify vision systems

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

- technical knowledge of and ability to operate functions of a range of vision systems
- collect interpretation of vision system running sheets
- effective communication with clients and other technical personnel
- knowledge of occupational health and safety principles, procedures and regulations, especially safe lifting techniques

Method and context of assessment

The assessment context must provide for:

- practical demonstration of skills using a variety of vision systems during a live production or event
- operating vision systems within typical workplace time constraints
- operation of equipment according to more than one running/cue sheet to ensure that skills can be adapted to different contexts and vision system requirements
- use of industry-current equipment

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

- direct observation of the operation of vision systems by the candidate
- evaluation of vision system presentations operated by the candidate
- project or role play activities which allow the candidate to demonstrate skills in interpreting and amending running/cue sheets
- role play and test activities which highlight fault detection and rectification
- written or oral questioning to test technical knowledge of typical vision

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

systems and occupational health and safety issues and regulations
- review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:
- use of vision system running/cue sheets
- a range of standard industry current vision systems
- a venue where a full range of vision systems can be operated

KEY COMPETENCY LEVELS

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform
Level 2 = Administer and Manage
Level 3 = Design and Evaluate

Key competencies	Level	Examples
Collecting, organising and analysing information	1	Interpreting running sheets
Communicating ideas and information	2	Providing briefings to the customer
Planning and organising activities	1	Testing equipment prior to operation
Working with others and in teams	1	Liaising with other technical personnel
Using mathematical ideas and	1	Calculating times

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

techniques		
Solving problems	2	Resolving problems during performance
Using technology	1	Operating vision systems equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEAUD06B Apply a general knowledge of vision systems to work activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to provide assistance to audiovisual technicians. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Under the supervision of experienced technicians, trainees or junior staff members undertake the role outlined in this unit .They need a basic knowledge of the main types of vision systems and the procedures for tasks such as cabling and positioning of equipment. This unit has linkages to a range of other units and combined assessment and/or training may be appropriate, e.g.: • CUETGE15B Handle physical elements safely during bump in/bump out.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Make preparations for simple vision system activities	1.1. Extract key information from installation/set up plans and confirm requirements with supervisor 1.2. Identify appropriate rigging/positioning points for ***vision systems*** 1.3. Correctly identify cables used to connect components Correctly identify and sort ***equipment*** in preparation for set up
2. Complete tasks using vision systems	2.1. Place equipment in the correct position according to supervisor's instructions and within licensing restrictions 2.2. Complete cabling of equipment according to supervisor's instructions and safety requirements 2.3. Finalise set-up tasks according to supervisor's instructions and safety requirements, and test

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	operation 2.4. Identify any ***problems with equipment*** promptly, take action within scope of individual responsibility or report to supervising technician 2.5. Communicate appropriately with technicians, performers or customers during the completion of tasks

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE This section describes the skills and knowledge required for this unit.
Required skills
• patching and operating commonly used signal processors • the meaning and use of electrical measurements, including voltage, current resistance, power insulation and circuit continuity, having regard to magnitude, AC or DC, circuit state (energised or de-energised) • literacy skills sufficient to extract key information from installation • numeracy skills sufficient to count, sort and position equipment
Required knowledge
• the general scope and potential of vision system operations within different contexts • the relationship between vision system operations and other technical and performance areas, including sound, lighting and performance • the key features, purpose and basic operating procedures of major types of AV equipment, including projectors (slide, video and data) • different types of cable and their usage in different situations and for different types of equipment • common formats of vision system plans and how these relate to practical work tasks • legal and safety issues with regard to vision system operations as they affect individual workers • common terminology used in relation to audiovisual operations • general knowledge of power, including recognition of different power outlets and safe use of power extension leads

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to complete a range of simple vision system tasks safely and in accordance with instructions • introductory knowledge of the major types of vision systems, including key features and safety issues.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the completion of a range of preparatory and set up tasks with industry-current vision systems equipment • project or work activities that allow knowledge to be applied to specific live production contexts and situations • completion of tasks within workplace-realistic time constraints.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate working with equipment and completing tasks • inspection of equipment set up by the candidate • oral questioning/interviewing to assess knowledge of equipment and procedures • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidance information for assessment	Assessment of this unit requires access to: • current and operational vision systems as specified in the Range Statement • vision system plans or instructions.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Vision system activities within this unit must include:	• cabling of equipment, including making cables using connectors and crimping tools • positioning of equipment • testing the basic operation of equipment

Equipment may include:	• 35mm and 16mm projectors
	• audio equipment, including:
	  • amp racks
	  • amplifiers
	  • cables
	  • compact disc players
	  • connectors
	  • effects and mixing desks
	  • equalisers
	  • feedback monitors
	  • microphones
	  • speakers
	  • tape recorders
	• cables and wireless microphones
	• computer-operated equipment
	• digital and still cameras
	• lighting equipment
	• portable LCD and DLP projectors
	• screens

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• video players and monitors
Problems with equipment would be quite simple in nature and may include:	• difficulties with positioning • discrepancies within plans • incorrect number of equipment pieces • insufficient or wrong cabling • not receiving signal from input devices to display/output devices • problems with power source

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - vision systems

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEFOH03C Provide seating and ticketing advice

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to advise customers on seating facilities and to provide general information on ticket categories, prices and availability. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Box office personnel apply the skills and knowledge outlined in this unit. People in this role draw on detailed product knowledge of performances/events and venues. Typically they would be employed at theatre, cinema and event venues which could have one or more auditoria. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • WRRS1B Sell products and services • CUEFOH07B Process financial transactions • CUEFOH08B Process incoming customer orders.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Develop and update knowledge of venues facilities, seating and performances	1.1. Identify and access information ***sources for current and accurate information*** on venue/s, facilities, seating and performances/sessions/events 1.2. Read and accurately interpret information on all ***aspects of venue seating and ticketing***, including consideration of issues affecting ***customers with special needs*** 1.3. Record and store ***information*** for future use, in accordance with organisational systems
2. Provide seating and ticketing information	2.1. Provide accurate information on costs of all ***ticket*** categories, including any concessional rates 2.2. Provide accurate information on performance/session/event commencement and conclusion times, as requested

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.3. Provide information on facilities and services provided for customers with special needs, as required 2.4. Advise customers on nature of ***seating***, including location and viewing details 2.5. Consider special requests or customers with special needs when ***selecting seats*** 2.6. Make appropriate recommendations for alternative or future performances/sessions/events as appropriate 2.7. Provide accurate advice on refund and exchange policy and procedures and clearly reinforce these issues 2.8. Handle all enquiries and sales in an efficient and polite manner according to the speed requirements of the sales situation 2.9. Seek advice or assistance from colleagues as required
3. Issue tickets	3.1. Check that all ***equipment and materials*** are available and operational before commencing ticket issue 3.2. ***Issue tickets*** and receipts, if required, in accordance with organisational procedures and ***ticketing*** system 3.3. Check tickets before providing them to customer and reconfirm details to the customer

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills sufficient to accurately interpret seating and ticketing information
- numeracy skills sufficient to calculate numbers of seats, advise on pricing information

Required knowledge

- information systems used by venues in relation to seating and ticketing
- product knowledge of venue facilities, seating layout and prices as appropriate to the organisation
- product knowledge of venue performances/sessions/events times as appropriate to the organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• broad understanding of the different types and styles of performances/sessions/events as appropriate to the organisation or industry sector • special facilities and services available to people with special needs • procedures and systems for determining availability of tickets • ticket issuing systems, as appropriate to the organisation • payment, refund and exchange policy and procedures

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to access appropriate information on venue facilities, and all operational aspects of the performance/session/event - times, prices, ticketing categories • provision of accurate seating and ticketing advice and issuance of tickets within industry-realistic timeframes • ability to provide information and advice which matches customer needs and requests.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills in providing information for multiple ticketing products to meet varying customer needs • processing requests within typical workplace time constraints, eg serving a physical or telephone queue of customers waiting to access seating and ticketing information • interaction with and involvement of a customer group to whom information and advice can be provided.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	underpinning knowledge, and might include: • direct observation of the candidate providing information and advice and issuing tickets • case studies to assess ability to match product to customer needs/requests • review of documentation, information manuals or notes kept by the candidate • written or oral questions and tests to assess knowledge of information sources and actual knowledge of venues, ticketing products and prices • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • typical industry information storage systems for venue, ticketing and performance/session/event information • tickets/passes.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Sources for current and accurate information on venue/s, facilities, seating and	• formal familiarisation visits • hirer information sheets • information manuals

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
performances/sessions/events may include:	• personal site observation/exploration • venue information sheets/manuals
Aspects of venue seating and ticketing include:	• categories of seating and features • changing configurations • general seating layout • scheduled dates and times for performances • viewing issues, e.g. full view, restricted view
Customers with special needs may require:	• hearing assistance • immobility access • special car parking • special seating • translation assistance • wheelchair access
Customers with special needs may include:	• aged people • first-time patrons • groups • infants • parents with young children • pregnant women • school groups • those with a disability • those with special or cultural needs • unaccompanied children • VIPs
Storage of ***information*** may include:	• card reference systems • computerised database of information • file notes of particular venues/performances/events/sessions • information manual
Tickets may be issued:	• manually • via a ticketing software system
Seating and ticket advice may be provided by:	• a ticketing agency • the venue itself
Selection of seats may take into account:	• best presentation of the venue - 'dressing the house' • best viewing position for the particular type of performance/event/session • special needs of the customer
Required ***equipment and materials***	• computer hardware

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
may include:	• computer software • point of sale transaction documents and equipment
Advising on and ***issuing tickets*** may take place:	• over the counter/face-to-face • via fax or modem • via mail • via telephone • via the Internet or other electronic technology
Ticketing software systems may include:	• Bocs • Globe • Select • Softix • Ticketmaster

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - front of house

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEFOH04C Usher patrons

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to process tickets and seat patrons for a theatre performance, event or cinema session. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Box office personnel apply the skills and knowledge outlined in this unit. People in this role are responsible for monitoring patron movements in and out of the auditorium and assisting with any special seating requirements. Typically they would be employed at theatre, cinema and event venues which could have one or more auditoria. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • CUEFOH10B Monitor entry to a venue • CUSOHS301A Follow occupational health and safety procedures.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Check and process tickets	1.1. Check ***tickets***/passes for validity and seating location and process in accordance with organisational procedures 1.2. Take appropriate action should any problems arise with tickets/passes 1.3. Provide patrons with accurate ***auditorium information*** and advise if any ***special restrictions or requirements*** apply 1.4. Refer issues beyond own level of responsibility to the appropriate person
2. Seat patrons	2.1. Encourage patrons to enter the appropriate location in accordance with public announcements 2.2. Deal with queues to ensure that patrons are seated efficiently and quickly and that the performance is not

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	delayed 2.3. Monitor crowd movement and take appropriate action to address ***problems*** 2.4. Direct patrons to their seat location or guide patrons to seats, ensuring their safety 2.5. Deal with any ***seating problems***, take remedial action according to individual level of responsibility and enterprise procedures 2.6. Identify patrons with special needs and ***provide special assistance*** to seat them at the most appropriate time for the comfort and convenience of all patrons 2.7. Provide latecomers with accurate information on when they may be seated and assist them to their seats at the appropriate time 2.8. Observe safety requirements and regulations at all times in accordance with organisational procedures
3. Monitor entry to and from the auditorium	3.1. Close auditorium doors in time for the performance/session/event and continually monitor 3.2. Assist any patrons to safely exit and re-enter the auditorium at appropriate times 3.3. Clear the auditorium of patrons at the conclusion of the performance/session/event in accordance with safety requirements and regulations 3.4. Tidy and/or clean the auditorium and secure, as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• methods of crowd control • literacy skills sufficient to read and interpret tickets • numeracy skills sufficient to count tickets, seats
Required knowledge
• formats and features of tickets as appropriate to the organisation or industry sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• typical procedures for ushering patrons • layout of the auditorium (all entrances, exits) • seating configuration of the auditorium and various pricing categories • performances/session/event times (start, conclusion, intermission) • special seating facilities and services available to people with special needs • procedures for assisting people with specials needs to and from their seats • procedures for late admissions • safety issues and regulations particularly in relation to the ushering of patrons

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to check and process tickets and seat patrons customers efficiently • ability to identify and resolve seating problems • provision of special assistance to those people who have special seating needs • knowledge of typical procedures used for ushering patrons.
Context of and specific resources for assessment	The assessment context must provide for: • the ushering of patrons within an operational venue environment, e.g. a cinema, live theatre, conference centre • interaction with and involvement of a customer group to be seated and to whom special assistance can be provided • provision of multiple types of assistance to ensure varying customer needs can be met.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• direct observation of the candidate ushering patrons within a venue • direct observation of the candidate providing special services to those people who have special needs • role plays to assess ability to resolve seating problems • written or oral questions and tests to assess knowledge of the auditorium, seating layout and procedures, e.g. safety and security, special needs procedures • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a venue where performances/cinema sessions/events take place • tickets/passes.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Processing ***tickets*** may include:	• collecting whole tickets • tearing ticket stubs and returning main portion to patron • tearing tickets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Auditorium information provided to patrons may include:	• correct entrance for particular seats • exit points for the auditorium • location of seats
Special restrictions or requirements may include:	• exiting via an exit point • no entry or return entry to the venue once the performance has commenced • no intermission • non use of audio or camera recording equipment inside the venue
Problems with tickets may include:	• patron is using a concessional ticket/pass to which they are not entitled • tickets are for a past or future performance/session
Seating problems may include:	• broken seats • patrons have impaired vision due to height and require booster cushions • patrons moving onto seats which are of a higher price to which they are not entitled • patrons sitting in incorrect seats
Providing special assistance to seat those with special needs may involve:	• adjusting walking pace to that of a less mobile person to ensure their safe arrival at seat location • physical guiding of visually impaired patrons • providing extra verbal instruction to less mobile persons about presence of stairs, steps, steepness of slope, availability of handrails • pushing or guiding wheelchairs

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - front of house

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEFOH06C Manage venue services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to control venue services at a venue during performances/events. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Senior venue personnel such as front of house managers apply the skills and knowledge outlined in this unit. They are responsible for coordinating the set-up of venues prior to performances/events and for managing on-site customer service. Venue services management requires considerable communication, negotiation and problem solving skills. People in this role have a high degree of autonomy and would typically supervise others. This unit has strong linkages to the following units, and combined training and/or assessment may be appropriate: • CUECOR04B Deal with conflict and resolve complaints • BSBCUS501A Manage quality customer service.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Prepare venue for patrons	1.1. Liaise with the relevant personnel and check that all required ***services*** have been arranged 1.2. ***Check*** that ***all aspects*** of the ***venue*** set-up, facilities and equipment allows for easy patron access, especially for those with disabilities, and to minimise risk of injury to patrons 1.3. Identify any deficiencies, including staff shortages, and take prompt action to rectify the situation 1.4. Provide a ***briefing***, as required, to ***service personnel*** prior to the opening of the venue 1.5. Open the venue at scheduled opening time
2. Monitor venue services	2.1. Monitor the provision of services, identify any problems as they arise and take prompt action to resolve the situation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.2. Take responsibility for the resolution of any escalated problems or complaints 2.3. Greet VIP patrons and provide special assistance, as required 2.4. Make clear and accurate public announcements as required 2.5. Liaise with back-of-house to maximise quality of service to patrons 2.6. Debrief personnel as required and use feedback constructively to enhance quality of future service provision 2.7. Complete and distribute any ***documentation*** relating to service operation, including relevant management reports 2.8. Close and secure venue as required in accordance with organisational procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• emergency evacuation procedures • operation of the public address system • communication and conflict resolution techniques • staff responsibilities and reporting mechanisms • incident report documentation
Required knowledge
• operational aspects of service facilities which operate at the venue, e.g. box office, food and beverage outlets, cloakroom, merchandising store/stand • in-depth knowledge of policies and procedures applicable to delivering services to venue customers, including refunds and exchanges • opening and closing procedures for the venue

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to manage the on-site operation of venue services, including all aspects of preparing the venue, briefing and monitoring staff, and closing down the venue • knowledge of the range of problems which may arise and ability to resolve them.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills within a fully equipped operational venue, eg a cinema, live theatre, conference centre, on more than one occasion • involvement of a team of operational venue personnel involved in delivering venue services • presence of commercially realistic time pressures involved in the operation of the front-of-house at the time of a performance/session/event • commercially realistic ratios of customers to operational personnel to reflect typical workplace pressures.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • direct observation of the candidate managing venue services • evaluation of reports prepared by the candidate on the venue service management process, including the issues and solutions associated with delivering efficient outcomes • review of documentation prepared by the candidate such as running sheets, incident reports, briefing notes • role plays to assess ability to negotiate solutions to problems • written or oral questions, tests and interview to assess

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	knowledge of the venue and procedures • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a venue where performances/cinema sessions/events take place • a range of operational outlets commonly operated within a venue, eg box office, merchandising store/stand • policy and procedures for front-of-house services, eg emergency evacuation, refunds, opening and closing.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Venue ***services*** may include:	• box office • front-of-house • guiding • ushering • visitor information
Checking all aspects of the set-up of the venue, facilities and equipment may include:	• bathroom facilities • box office operations • checking that all emergency evacuation areas are clear and that safety equipment is

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	operational • checking that auditorium is correctly configured • checking that venue is clean and tidy • cleaning and tidying venue or instructing other staff to clean and tidy venue • food and beverage outlets • merchandising stores/stands • program stands • promotional displays • the cloakroom
Venues may be:	• permanent • temporary
Staff ***briefing*** may include:	• details of event • fire drills • house policies • information about products and services available • information on VIP attendance • notification of forthcoming events • organisational policies and procedures • prior knowledge of special needs of particular patrons • special seating arrangements
Assisting with the workflow of ***service personnel*** may involve:	• selling programs and other merchandise • ushering patrons • working food and beverage outlets
Documentation relating to the front-of-house operation may include:	• incident reports • merchandise sales reports • staff timesheets • ticket sales reports

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Media and entertainment production - front of house

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEFOH08B Process incoming customer orders

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to receive and process sales generated from a remote location. It therefore does not cover selling or product advice skills which are found in the units: • WRRS1B Sell products and services • WRRS2B Advise on products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to many people involved in processing sales of promotional merchandise, but is particularly relevant to box office personnel employed at theatre, cinema and event venues. In addition to on-site sales, box office employees are also responsible for processing remote sales received by fax, mail, internet/email, ticket or merchandise order. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • WRRS1B Sell products and services • WRRS2B Advise on products and services • CUEFOH07B Process financial transactions.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Action incoming orders	1.1. Accurately interpret all details of the ***order*** to determine products and services required 1.2. Organise orders according to urgency and deal with urgent orders in a timely manner to meet deadlines 1.3. Check availability of all products and services, selecting those which match the ***customer's*** first or alternative requests 1.4. Contact the customer if no supply can be made and request or suggest appropriate alternatives 1.5. Accurately calculate the total cost of all goods and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	services provided to the customer 1.6. Process and record financial transactions in accordance with organisational and financial institution procedures 1.7. Seek advice and assistance from colleagues as required
2. Record details of the order and despatch	2.1. Correctly interpret existing records or create accurate new records of the customer's order 2.2. Accurately record all sale details against the customer's order in a manner which ensures correct interpretation by others who may access the record of order 2.3. Where required select the goods to be provided to the customer and ensure they are appropriately packaged 2.4. Correctly prepare and issue ***documents and other materials*** to be despatched with the goods 2.5. ***Despatch*** goods and/or documents using the most appropriate method and according to organisational procedures 2.6. Record all despatch details accurately in a manner which will allow for future tracking

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• basic numeracy skills sufficient to calculate payments and complete order documentation • literacy skills sufficient to interpret and complete order documentation • procedures and systems for determining availability of products
Required knowledge
• products and service knowledge relevant to the organisation/industry sector • processing and documentation procedures for remote sales • knowledge of consumer regulations which relate to remote sale of goods

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to accurately process incoming orders within acceptable organisational timeframes • ability to match the allocated products to customer needs • knowledge of products, prices and stock availability systems.
Context of and specific resources for assessment	The assessment context must provide for: • processing incoming orders on multiple occasions to ensure that skills can be consistently demonstrated • processing transactions within typical workplace time constraints, e.g. despatching orders within customer nominated deadlines.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • review of order and despatch documentation prepared by the candidate • written or oral questions to assess knowledge of products and prices and consumer regulations • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidance information for assessment	Assessment of this unit requires access to: • typical industry order forms • typical industry dispatch documentation • product information and pricing details.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Orders may be for:	• passes • promotional merchandise • tickets • vouchers
Incoming ***customer*** orders may be received by:	• email • fax • Internet • mail
Documents and other materials to be despatched with the goods may include:	• credit card receipt • credit note • promotional brochures or fliers • tax invoice/receipt
Despatch may be:	• direct to the customer • to the venue box office for customer collection at time of performance/session/event • via courier • via mail

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - front of house

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUELGT05B Record and operate standard lighting cues

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to operate a lighting console through plotting and modifying standard lighting cues and then operating them in performance. This unit assumes that the set up of the lighting console and the operation of the more complex cues, and working with advanced equipment, will be undertaken by more senior lighting personnel.

This unit describes the skills and knowledge required to operate a lighting console through plotting and modifying standard lighting cues and then operating them in performance. This unit assumes that the set up of the lighting console and the operation of the more complex cues, and working with advanced equipment, will be undertaken by more senior lighting personnel

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 Record, modify and replay lighting cues	1.1 Correctly identify the functions of controls on the console, including function of the unit displaying data and controls to produce text
	1.2 Correctly undertake channel selection and intensity setting, identify on display unit and make appropriate modifications using all relevant controls
	1.3 Accurately record cue number and fade/wait times, identify on display unit and make appropriate modifications using all relevant controls
	1.4 Play recorded cues in correct sequence and time using all relevant controls correctly, and identify on display unit
	1.5 Create, modify and replay group and sub-groups in correct sequence and time using all relevant controls correctly and identify on display unit
2 Carry out procedures prior to plotting or operating lighting cues	2.1 Ensure that working area is clear, tidy, properly illuminated, and relevant written instructions are to hand
	2.2 Check communications equipment and ensure that it is in working order
	2.3 Power up dimmers, control desk and peripherals using safe working practices and check that operating environment is within manufacturer parameters
	2.4 Test lighting instruments, accessories and other lighting elements to ensure all items are in correct working order
	2.5 Test venue audience, decorative, safety, and working lighting to ensure all items are in correct working order
	2.6 Identify problems with equipment promptly and take appropriate action, or refer to appropriate personnel as required.
3 Plot and operate lighting cues	3.1 Check instructions to verify practicality before plotting and repeat once plotted

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		3.2 Test line of sight needed for visual cues for feasibility during performance
		3.3 Action cues without delay in accordance with directions and production requirements
		3.4 Complete cue modifications in accordance with instruction and accurately update appropriate documentation
		3.5 Establish suitable back-up lighting states in the event of the failure of those recorded
		3.6 Store recorded lighting cues and other data electronically on device external to main lighting console
		3.7 Identify and rectify problems safely and in accordance with venue procedures, or refer to appropriate personnel
4	Carry out basic troubleshooting procedures	4.1 Correctly identify the nature of faults and locate promptly
		4.2 Assess the need for remedial action taking consideration of safety issues and the need for uninterrupted performance
		4.3 Correctly follow manufacturer diagnostic and remedial procedures in accordance with organisational policy
		4.4 Report fault to appropriate personnel if fault cannot be immediately rectified, providing all relevant information
		4.5 Liaise with appropriate personnel to identify back-up alternatives if fault cannot be rectified before next production deadline
5	Carry out post-performance procedures	5.1 Correctly power down equipment or set to standby between performances as required
		5.2 Store and/or cover control in accordance with organisational procedures
		5.3 Make accurate changes to documentation and file in accordance with organisation procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

knowledge of general lighting terms, including how terms may vary between different systems or how different terms can refer to the same functions on different systems

knowledge of lighting control concepts used in various lighting systems

industry terminology and protocols particularly in relation to the operation of lighting

knowledge of the main types of lanterns, including profile, Fresnel, PC, flood, and PAR lamps, their uses and operations (optical and mechanical) and accessories

understanding of the basic elements of lighting design

problem-solving techniques particularly in relation to lighting console operation

documentation and back-up systems used in conjunction with lighting control

colour recognition in display equipment

communication skills to allow for effective collaboration with other technicians and designers

numeracy skills sufficient to complete simple mathematical calculations and recall numbers for channel selection

literacy skills sufficient to interpret production documentation.

Linkages to other units

It is strongly recommended that this unit be assessed with or after the following unit:

CUELGT09A - Apply a general knowledge of lighting to work activities

This unit also has linkages to a range of other lighting units, and combined assessment and or training with those units may be appropriate.

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

ability to accurately record and reproduce lighting cues to instruction in a given timeframe

knowledge of lighting terminology.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through the use of a lighting console on multiple occasions for multiple productions

use of industry-current equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

direct observation of the candidate operating a lighting console during production

direct observation of the lighting effects produced by the candidate during a production

oral or written questioning to assess knowledge of console features and functions

review of portfolios of evidence and third party workplace reports on on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a range of lighting equipment as identified in the Range Statement

a production and production venue.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Collecting information needed to record a series of lighting cues.

Communicating ideas and information (1)

Reporting problems with lighting console.

Planning and organising activities (1)

Organising work space.

Working with others and in teams (1)

Liaising with other technicians.

Using mathematical ideas and techniques (1)

Using numbered channels.

Solving problems (1)

Identifying problems during performance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Using technology (1)

Using lighting console features.

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

knowledge of general lighting terms, including how terms may vary between different systems or how different terms can refer to the same functions on different systems

knowledge of lighting control concepts used in various lighting systems

industry terminology and protocols particularly in relation to the operation of lighting

knowledge of the main types of lanterns, including profile, Fresnel, PC, flood, and PAR lamps, their uses and operations (optical and mechanical) and accessories

understanding of the basic elements of lighting design

problem-solving techniques particularly in relation to lighting console operation

documentation and back-up systems used in conjunction with lighting control

colour recognition in display equipment

communication skills to allow for effective collaboration with other technicians and designers

numeracy skills sufficient to complete simple mathematical calculations and recall numbers for channel selection

literacy skills sufficient to interpret production documentation.

Linkages to other units

It is strongly recommended that this unit be assessed with or after the following unit:

CUELGT09A - Apply a general knowledge of lighting to work activities

This unit also has linkages to a range of other lighting units, and combined assessment and or training with those units may be appropriate.

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

ability to accurately record and reproduce lighting cues to instruction in a given timeframe

knowledge of lighting terminology.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through the use of a lighting console on multiple occasions for multiple productions

use of industry-current equipment.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

direct observation of the candidate operating a lighting console during production

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

direct observation of the lighting effects produced by the candidate during a production

oral or written questioning to assess knowledge of console features and functions

review of portfolios of evidence and third party workplace reports on on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a range of lighting equipment as identified in the Range Statement

a production and production venue.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Collecting information needed to record a series of lighting cues.

Communicating ideas and information (1)

Reporting problems with lighting console.

Planning and organising activities (1)

Organising work space.

Working with others and in teams (1)

Liaising with other technicians.

Using mathematical ideas and techniques (1)

Using numbered channels.

Solving problems (1)

Identifying problems during performance.

Using technology (1)

Using lighting console features.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Venue lights may include:

blue light

work lights

house lights

aisle lights

orchestra lights

display/advertising lights

task light

panic lights

cleaners lights

general lights.

Lighting instruments must include:

theatre-based units.

Lighting instruments may include:

special effects units

digital moving lights.

Other lighting elements may include:

pracs

electrical/electronic props

special effects such as:

strobes

mirrorballs and motors

smoke machines

fog machines

ultraviolet light

chasers

haze machines

effects projectors.

Control desks must include:

manual desks

manual/memory desks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Control desks may include:

controlled lighting effects.

Control desk peripherals must include:

desk lamps

control cables.

Control desk peripherals may include:

monitors

printers

riggers controls

effects units

backup units.

Dimmers may include:

analogue dimmers

multiplexed digital dimmers

multiplexed analogue dimmers

single unit (follow spot) dimmers, e.g. Model 1 or Monopak

small self-contained dimmable controllers, e.g.. Fourpack, Quadpak.

Appropriate personnel may include:

supervisor

head of department

designer

director

stage manager

other specialist staff.

Testing the control system must include ensuring that:

all operational controls on the lighting board function properly

all dimmer channels are functioning properly

all peripherals are functioning properly

any riggers or designer controls are functioning properly

there is a valid DMX line/signal.

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Venue lights may include:

blue light

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

work lights
house lights
aisle lights
orchestra lights
display/advertising lights
task light
panic lights
cleaners lights
general lights.

Lighting instruments must include:

theatre-based units.

Lighting instruments may include:

special effects units
digital moving lights.

Other lighting elements may include:

pracs
electrical/electronic props
special effects such as:
strobes
mirrorballs and motors
smoke machines
fog machines
ultraviolet light
chasers
haze machines
effects projectors.

Control desks must include:

manual desks
manual/memory desks.

Control desks may include:

controlled lighting effects.

Control desk peripherals must include:

desk lamps
control cables.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Control desk peripherals may include:

monitors

printers

riggers controls

effects units

backup units.

Dimmers may include:

analogue dimmers

multiplexed digital dimmers

multiplexed analogue dimmers

single unit (follow spot) dimmers, e.g. Model 1 or Monopak

small self-contained dimmable controllers, e.g.. Fourpack, Quadpak.

Appropriate personnel may include:

supervisor

head of department

designer

director

stage manager

other specialist staff.

Testing the control system must include ensuring that:

all operational controls on the lighting board function properly

all dimmer channels are functioning properly

all peripherals are functioning properly

any riggers or designer controls are functioning properly

there is a valid DMX line/signal.

Unit Sector(s)

Not applicable.

Modification History

Not Available

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

INTRODUCTION

UNIT DESCRIPTOR

This unit provides the foundation knowledge required to complete a range of general lighting-related tasks in a live venue environment. It includes the need for an understanding of the role of the lighting technician, overall lighting system layout and basic equipment recognition. Tasks would generally be completed under supervision.

ELEMENT	PERFORMANCE CRITERIA
1 Make preparations for lighting set up	1.1 Extract key information from lighting plans and confirm requirements with supervisor 1.2 Correctly identify appropriate rigging and positioning points for lighting equipment 1.3 Correctly identify cables used to connect different lighting components 1.4 Correctly identify and sort equipment and accessories in preparation for set up, ensuring appropriate handling and taking account of equipment differences
2 Complete tasks using lighting equipment	2.1 Correctly use the lighting desk to bring up channels for focussing 2.2 Correctly and safely power up dimmers and set up patch location 2.3 Match light beam control accessories to lights and use in accordance with instructions 2.4 Correctly handle cables, including rolling/unrolling, storage and safe manual handling 2.5 Identify any problems with equipment promptly, take action within the scope of individual responsibility or report to supervisor 2.6 Communicate appropriately with other technicians, performers or customers during the completion of tasks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Use of lighting desk must include:	• manual preset operation • theatrical cue set up and playback • single scene submaster operation (a single set of channel levels being stored in a fader for later use) • submaster cue stacking and playback (a series of cues, namely sets of channel levels and fade times, stored in sequence and recalled later)
Use of dimmer and patch system layouts may include:	• distributed dimming – dimmers located where required • distributed patch – patch lines from a single dimmer location to destination lights • dual systems – combination of the above two systems • automated lighting requirements – direct power and data lines required (no dimmer)
Conventional lights to be used must include:	• floods and PARS and cyc lights • fresnel and pebbled convex (PC) lanterns • profile, ellipsoidal profile
Light beam control accessories may include:	• gel types and gel frames • barn doors • gobos and gobo holders • iris • doughnuts and top hats • black wrap • shutters • spun
Use of conventional lights must include:	• finding out the correct replacement lamp and wattage of the lantern • awareness of the different types of lamp bases • correct bubble handling techniques • awareness of how heat is dissipated by a lantern • when incorrect orientation of a lamp may reduce filament

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and lantern life

EVIDENCE GUIDE

Underpinning skills and knowledge	Assessment must include evidence of the following knowledge and skills: • the general scope and potential of lighting operations within different live production contexts, eg theatre, music, corporate • the relationship between lighting operations and other technical and performance areas, including audio, vision systems and performance • typical roles and responsibilities of the lighting technicians in different context, including career paths • lighting system options in a range of venue types • specialised terminology that applies to lighting operations • general features of lanterns and accessories, dimmers and control systems • overview of different types of automated lights and the special requirements of this type of technology, including rigging orientation, powering, requirement for data supply and fixture addressing • overview of appropriate use of standard pump propelled glycol-based atmospheric (smoke) effects • organisational and legislative occupational health and safety legislation in particular relation to lighting operations, eg electrical restrictions • knowledge of colour recognition • requirements for storage of lighting equipment • literacy skills sufficient to interpret lighting plans, understand use of scale, lighting symbols and notation conventions • numeracy skills sufficient to count and sort equipment and use numerical features of lighting desks

Linkages to other units	This unit underpins and has linkages to general technical units and all other lighting units and combined assessment and/or training with those units may be appropriate, eg:
	• CUFSAF01B
	  • Follow health, safety and security procedures
	• CUETGE11A
	  • Handle physical elements safely during bump in/bump out

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Critical aspects of evidence	The following evidence is critical to the judgement of competence in this unit: • recognition of lighting equipment,, including key features and purpose • completion of lighting-related tasks in accordance with health and safety procedures
Method and context of assessment	The assessment context must provide for: • practical demonstration of skills through the completion of a range of preparatory and set up tasks with industry-current lighting equipment • project or work activities that allow knowledge to be applied to specific production contexts and situations Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate completing lighting-related tasks • evaluation of equipment which has been set up by the candidate • oral or written questioning to assess knowledge of equipment types • review of portfolios of evidence or third party workplace reports of on-the-job performance by the candidate Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Resource requirements	Assessment of this unit requires access to: • a range of lighting equipment as identified in the Range Statement • an environment in which lighting can be set up and operated • lighting plan for interpretation

KEY COMPETENCY LEVELS

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform
Level 2 = Administer and Manage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Level 3 = Design and Evaluate

Key competencies	Level	Examples
Collecting, organising and analysing information	1	Reading lighting plan to determine equipment requirements
Communicating ideas and information	1	Discussing work requirements with supervisor
Planning and organising activities	1	Positioning and placing equipment ready for installation
Working with others and in teams	1	Liaising with other technicians during set up
Using mathematical ideas and techniques	1	Calculating the number of lamps required
Solving problems	1	Adjusting position of equipment
Using technology	1	Using hand tools

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEPMT11B Manage the production process

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required for the overall management of pre-production, including determination and coordination of all production resources. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Production managers with considerable production experience would generally undertake the duties outlined in this unit. In this role, they are responsible for developing an in-depth understanding of both the creative and technical aspects of live productions/ events. Managing the production process requires technical expertise plus considerable communication, negotiation and problem solving skills. As such, this unit brings together many of the skills found in other production management units. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • CUETEM03C Establish and manage production requirements and resources • CUFPPM408a Compile production schedules.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Interpret the creative parameters of the production	1.1. Participate in preliminary discussions with ***relevant personnel*** to interpret and confirm their creative intentions for the production/event 1.2. Read, analyse and interpret any design or production documents and notes to establish a full picture of production requirements and challenges
2. Identify and confirm production and technical parameters	2.1. Liaise with relevant technical personnel and determine the range and numbers of ***staging and technical elements*** for the production 2.2. Develop an overall operational plan and develop and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	document schedules for the completion of various stages of production planning to ensure deadlines can be met 2.3. Provide advice to relevant personnel regarding technical, artistic and safety issues that may affect the production/event
3. Coordinate production meetings	3.1. Liaise with relevant personnel and allocate times for production meetings to ensure most efficient and cost effective use of time 3.2. Chair production meetings and ensure that all artistic and technical issues are discussed and resolved 3.3. Provide current, clear and accurate reports on the progress of various aspects of the pre-production activities 3.4. Notify all relevant colleagues of meeting outcomes which affect their work activities 3.5. Keep accurate records of decisions made and actions required
4. Monitor the production planning phase	4.1. Take an active role in maintaining a creative and technical overview of the project 4.2. Continually liaise with the technical and artistic production team to ascertain and act upon requirements which can be organised on their behalf 4.3. Assess the progress of pre-production activities against timelines and budget and make adjustments accordingly 4.4. Determine any need for additional resources to be applied and take necessary action to ensure production requirements are met 4.5. Communicate with appropriate personnel regularly throughout the pre-production phase in an open manner to maintain positive working relations and to ensure efficient, safe and disciplined production practices
5. Prepare, distribute and maintain required production documentation and information	5.1. Prepare and/or check ***production documentation*** and information and ensure it is complete, accurate and legible and meets with production requirements 5.2. Copy and circulate production documentation and information of the relevant personnel in accordance with organisational procedures 5.3. Develop and maintain accurate records of distribution of documentation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.4. Continually review and update documentation to reflect changed production requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• effective leadership, negotiation and problem solving techniques in relation to production management • principles for communicating effectively with people with diverse interests and needs • commonly occurring issues and challenges in the production management process and ways of addressing these • meeting procedures and protocols as they apply to the operation of production meetings
Required knowledge
• content of the script or other source document • in depth understanding of all artistic and technical elements of the production/event, e.g. staging, lighting and sound elements, sufficient to be able to co-ordinate all aspects • relevant occupational health and safety legislation and regulation as it applies to all production areas • industrial awards and workers' compensation regulations as they apply to the production staff • required content, format and timing of different types of documentation developed and distributed by a production manager

Evidence Guide

EVIDENCE GUIDE
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to effectively plan, administer and monitor the entire pre-production planning phase for a live production/event • ability to manage a range of tasks concurrently and in accordance with production deadlines • knowledge of all technical, staging and artistic aspects of the production • ability to effectively communicate and delegate within a production management context.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the management of more than one production to allow the candidate to effectively plan, administer and monitor the entire pre-production planning phase for more than one live production/event • preparation and use of a broad range of production documents within typical workplace constraints • involvement of and interaction with a production team to reflect the importance of collaboration and negotiation skills within this unit.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • evaluation of the planning and management of a production for which the candidate has been responsible • interviews with other production personnel to establish the effectiveness of various aspects of production management for which the candidate has been responsible • evaluation of production documentation prepared by the candidate • written or oral questioning to test knowledge of all technical, staging and artistic aspects of the production • written or oral questioning to test knowledge of industrial awards, occupational health and safety issues and regulations and any other regulatory

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	matter • review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • industry-current production documents • a production and production crew • relevant occupational health and safety regulations.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Relevant personnel may include:	• assistant stage manager • choreographer • designers • director • make-up • management • performers • production manager • technical staff of any type • wardrobe • other specialists
Staging and technical elements	• sets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
for the production may include:	• props and costumes • sound equipment • audiovisual equipment • musical instruments • special flooring • warm-up areas • production desk • lighting
Production documentation may include:	• address lists • agents' lists • artists call sheet, e.g. publicity call sheet • budgets • bump in or bump out schedule • company lists • contact lists • directors notes • distribution lists • ground plans • information on location and rehearsal facility and related elements • preliminary cue synopses • production meeting agendas • production meeting minutes • production plan • props lists • publicity materials • scene breakdown/working division • scene breakdowns • scenery lists • set designs • texts • time sheets • timings/choreography for scene changes • trip note books • wardrobe lists • weekly rehearsal schedules

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEPRP02B Research, obtain and prepare props

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to source, obtain and prepare props for any production within the cultural industries. As such it requires research skills, organisational skills and a sound knowledge of different sources of props and the ways in which props may be used in a production. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Props personnel in the entertainment and screen and media industries apply the skills and knowledge outlined in this unit. Personnel may include props makers, props storepersons and props dressers. The props department may be supervised by a props manager and the props team works closely with set designers, directors and continuity personnel before and during productions. This unit has linkages to a range of other props units and combined assessment and/or training with those units may be appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Determine props requirements	1.1. Correctly interpret production documentation to determine production props ***requirements*** 1.2. Liaise with ***relevant personnel*** to discuss the artistic requirements for ***props*** where required 1.3. Confirm the budget and timeframes that affect the acquisition of props with appropriate personnel
2. Source and obtain props	2.1. Undertake research on the style and nature of props required to establish a clear picture of precise requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.2. Correctly identify ***potential sources of props***, including investigation of various options to achieve the optimum result 2.3. Locate props that meet design specifications, time and budgetary constraints 2.4. Complete procedures for the acquisition of props in accordance with organisational requirements 2.5. Document acquisition details accurately
3. Prepare and maintain props during production	3.1. Prepare and check props prior to the performance to ensure that all required items are available and/or in working order, including adequate consumable supplies 3.2. Secure and store props in accordance with organisational procedures before, during and after the production 3.3. Identify the need for and organise appropriate prop replacements or repairs to meet production requirements 3.4. Where appropriate, dispose of props in accordance with environmental and safety requirements 3.5. Maintain accurate documentation in relation to the status of props, including appropriate cataloguing

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• research skills in relation to the ability to research options for props acquisition • literacy skills sufficient to interpret production documentation and other information from a wide range of sources • numeracy skills sufficient to work with props costings
Required knowledge
• the wide and varying scope of props, including broad categories of props and the role of 'one-off' specialist items • typical sources of information on props • sources of different types of props, including both period and contemporary items

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • knowledge of different props acquisition sources and options • ability to use research techniques to source props which meet production requirements.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the sourcing of props to meet the needs of a particular production • sourcing of props within realistic workplace timeframes.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • evaluation of props sourced by the candidate for a given production • case studies to assess ability to source props for different styles of production • oral or written questioning to assess knowledge of the scope of props possibilities and sources of props • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidance information for assessment	Assessment of this unit requires access to: • sources/locations of props.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Production ***requirements*** may include:	• director's specifications • length of the run of the show • occupational and health and safety requirements • organisation standards • performers' requirements • production schedule • resource constraints • venue requirements
Relevant personnel may include:	• designers • directors • set personnel • other specialists
Props may include:	• costume props • equipment • furniture • hand props • special effects props • vehicles
Potential sources of props and different options may relate to:	• borrowing • buying • having items specially made • hiring • making alterations to existing props

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Visual communication - props

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESET05B Apply set construction techniques

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge to apply basic carpentry skills to the construction of sets within any production in the cultural industries. As such it focuses on the particular materials and techniques used to create simple set elements such as flats and treads. A person working under supervision would generally undertake this role. Skills working with hand and power tools would be required to complete this unit.

This unit describes the skills and knowledge to apply basic carpentry skills to the construction of sets within any production in the cultural industries. As such it focuses on the particular materials and techniques used to create simple set elements such as flats and treads. A person working under supervision would generally undertake this role. Skills working with hand and power tools would be required to complete this unit

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 Select equipment and materials for set construction	1.1 Liaise with supervisor to determine the nature of set construction requirements
	1.2 Correctly identify and select appropriate materials for set construction in accordance with supervisor's instructions
	1.3 Calculate correct quantities of materials required and minimise waste where possible
	1.4 Select appropriate equipment and tools in accordance with materials being used and type of set construction required
2 Use set construction techniques	2.1 Correctly use techniques to construct set elements
	2.2 Complete the set construction process in a logical manner
	2.3 Follow appropriate safety procedures throughout the set construction process in accordance with organisational and legislative requirements
	2.4 Work co-operatively with other team members to ensure efficiency and quality in the set construction process
	2.5 Identify any problems with the set construction process promptly and take appropriate action within the scope of individual responsibility

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

terminology used in set construction, including types of scenery, joints and fixing systems

stage geography terminology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

particular types of materials used for set construction, rationale for selection of these materials and their properties, applications and durability

particular techniques used in set construction and rationale, including common types of joints and assembly techniques

safety issues associated with the construction of sets, including various fireproofing techniques for different materials

format and meaning of technical drawings used to inform set construction

organisational and legislative Occupational Health and Safety requirements, in particular with regard to safe manual handling techniques and working with hazardous substances

literacy skills sufficient to interpret safety instructions

numeracy skills sufficient to calculate quantities and take measurements.

Linkages to other units

This unit has linkages with a range of other general building and construction units and set construction units. It is strongly recommended that this unit be assessed with or after the following units:

BCGBM1005B - Carry out measurements and calculations or equivalent unit

MEM18.1AB - Use hand tools

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

understanding of the properties, applications and durability of different types of materials that can be used to make set elements

correct and safe use of techniques to construct simple set elements.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through construction of set elements on more than one occasion

completion of set construction tasks within realistic workplace timeframes.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

direct observation of the candidate using techniques to construct set elements

evaluation of items constructed by the candidate in terms of quality finishing and appropriate structural soundness

oral or written questioning to assess knowledge of set construction and stage geography terminology

portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

materials, tools and equipment required to construct simple set elements

a workspace in which construction can take place.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Working out quantities of materials required.

Communicating ideas and information (1)

Asking for directions from supervisor.

Planning and organising activities (1)

Organising tools and equipment for a specific job.

Working with others and in teams (1)

Discussing task allocation with colleagues.

Using mathematical ideas and techniques (1)

Taking measurements.

Solving problems (1)

Identifying the need for adjustments.

Using technology (1)

Using power tools.

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

terminology used in set construction, including types of scenery, joints and fixing systems

stage geography terminology

particular types of materials used for set construction, rationale for selection of these materials and their properties, applications and durability

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

particular techniques used in set construction and rationale, including common types of joints and assembly techniques

safety issues associated with the construction of sets, including various fireproofing techniques for different materials

format and meaning of technical drawings used to inform set construction

organisational and legislative Occupational Health and Safety requirements, in particular with regard to safe manual handling techniques and working with hazardous substances

literacy skills sufficient to interpret safety instructions

numeracy skills sufficient to calculate quantities and take measurements.

Linkages to other units

This unit has linkages with a range of other general building and construction units and set construction units. It is strongly recommended that this unit be assessed with or after the following units:

BCGBM1005B - Carry out measurements and calculations or equivalent unit

MEM18.1AB - Use hand tools

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

understanding of the properties, applications and durability of different types of materials that can be used to make set elements

correct and safe use of techniques to construct simple set elements.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through construction of set elements on more than one occasion

completion of set construction tasks within realistic workplace timeframes.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

direct observation of the candidate using techniques to construct set elements

evaluation of items constructed by the candidate in terms of quality finishing and appropriate structural soundness

oral or written questioning to assess knowledge of set construction and stage geography terminology

portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

materials, tools and equipment required to construct simple set elements

a workspace in which construction can take place.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Working out quantities of materials required.

Communicating ideas and information (1)

Asking for directions from supervisor.

Planning and organising activities (1)

Organising tools and equipment for a specific job.

Working with others and in teams (1)

Discussing task allocation with colleagues.

Using mathematical ideas and techniques (1)

Taking measurements.

Solving problems (1)

Identifying the need for adjustments.

Using technology (1)

Using power tools.

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Set construction techniques at this level would generally involve construction of the following:

flats

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

treads

braces

flown pieces

doors built into a flat

windows built into a flat.

Set materials may include:

timber

timber products

particle board

craftwood, Masonite, plywood

metal products, e.g. bars, tubes, sheets, moulded or cast metal

fibreglass, canvas and other fabrics

plastics, e.g. moulded

sheet

fabric

paper

fasteners

adhesives.

Appropriate techniques may include:

timber construction techniques, e.g. cutting

joining

fastening

gluing

metalworking, e.g. welding, cutting.

Occupational and public health and safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. the Building Code of Australia

relevant local government legislation and regulation.

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Set construction techniques at this level would generally involve construction of the following:

flats

treads

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

braces

flown pieces

doors built into a flat

windows built into a flat.

Set materials may include:

timber

timber products

particle board

craftwood, Masonite, plywood

metal products, e.g. bars, tubes, sheets, moulded or cast metal

fibreglass, canvas and other fabrics

plastics, e.g. moulded

sheet

fabric

paper

fasteners

adhesives.

Appropriate techniques may include:

timber construction techniques, e.g. cutting

joining

fastening

gluing

metalworking, e.g. welding, cutting.

Occupational and public health and safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. the Building Code of Australia

relevant local government legislation and regulation.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESMT05B Stage manage the production/event

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to co-ordinate all back-of-house services during the delivery of a live production/event. The unit focuses on back-of-house set-up just prior to the production/event and the delivery of the actual performance. It does not focus on longer term planning issues. Stage management of a performance requires considerable communication, negotiation and problem solving skills. There are very strong links between this unit and generic units covering those skills. This role would normally be undertaken by senior stage managers.

This unit describes the skills and knowledge required to co-ordinate all back-of-house services during the delivery of a live production/event. The unit focuses on back-of-house set-up just prior to the production/event and the delivery of the actual performance. It does not focus on longer term planning issues. Stage management of a performance requires considerable communication, negotiation and problem solving skills. There are very strong links between this unit and generic units covering those skills. This role would normally be undertaken by senior stage managers

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Oversee preparation of the production/event	1.1 Identify and rectify potential problems that could impact on the smooth running of the production and inform the appropriate personnel as required
	1.2 Check that appropriate personnel are present at the specified time and have completed any administrative procedures
	1.3 Conduct briefings with production and performance team, as required
	1.4 Supply performers with the relevant items and areas required for the production/event
	1.5 Ensure cast and crew valuables are secured according to organisational policy
	1.6 Communicate with appropriate personnel to ensure that all technical pre-show checks are completed within the required timeframe and that required technical elements are operating
	1.7 Liaise with relevant colleagues to complete other pre-performance requirements
2 Coordinate the stage set-up	2.1 Liaise with all stage production personnel and monitor work activities against relevant schedules
	2.2 Ensure all technical and performance personnel are present at the specified time
	2.3 Assess workflow and progress of set-up activities against timelines and initiate short term action to resolve any problems in meeting the deadline
	2.4 Identify and rectify potential problems that could impact on the smooth running of the production and inform the appropriate personnel as required.
	2.5 Communicate with appropriate personnel to ensure that all technical pre-show checks are completed within the required time frame and that required technical elements are operating.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		2.6 Communicate with the appropriate personnel to ensure that staging elements and equipment are correctly arranged in correct working order and in accordance with design specifications.
		2.7 Monitor the set-up to ensure that all Occupational Health and Safety issues have been addressed in accordance with relevant legislation and organisational procedures.
3	Run the production/event	3.1 Monitor production and performance elements and take appropriate action to resolve with minimum disruption to the production
		3.2 Use reference materials appropriately to ensure the accurate and timely delivery of the production/event
		3.3 Communicate any changes to the production promptly to all appropriate personnel, ensuring all changes meet production standards
		3.4 Ensure the movement of physical elements occurs in accordance with production schedule/running sheet and timing
4	Maintain working relations and communication with production and performance team	4.1 Provide appropriate briefings and materials to cast and crew prior to the performance
		4.2 Liaise with cast and crew in a timely manner regarding any pre-performance requirements
		4.3 Communicate with cast and crew regularly throughout the production in an open manner to maintain positive working relations
		4.4 Provide clear instructions in a manner that is appropriate to the production requirements, ensuring that timing is maintained and precise
		4.5 Communicate with personnel in a clear and concise manner to ensure efficient, safe and disciplined production practices
5	Finalise the performance/event	5.1 Accurately prepare post-performance documentation according to organisational procedures
		5.2 Organise the clearance and cleaning of the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

production/event sites as required, including appropriate security, storage and disposal

5.3 Maintain required production facilities and stocks of consumables for use in future productions

5.4 Identify any repairs or maintenance required and take appropriate action

5.5 Identify the need for and make any necessary adjustments to production documentation to ensure consistency and quality of future performances

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

broad understanding of artistic and technical elements of the production/event such as staging, lighting and sound elements

the key factors involved in the successful stage management of a production, including typical problems and responses

effective communication, team leading and delegation in relation to the stage management of a production

problem solving and decision making processes and their application in an immediate production/event environment

relevant Occupational Health and Safety legislation and regulations as they apply to maintaining a safe backstage environment

literacy skills sufficient to interpret complex documentation and write simple reports.

Linkages to other units

This unit has strong linkages to other stage management units and combined training and/or assessment with those units may be appropriate, for example:

CUESMT09A - Plot and rehearse cues

CUESMT08A - Call the production/event

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ability to manage a range of tasks concurrently and in accordance with immediate time constraints

knowledge of all delivery aspects of the production

ability to effectively communicate and delegate.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through the stage management of at least two different productions

interaction with and involvement of a production and performance team to reflect the collaborative nature of the unit

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

direct observation of the stage management of a production/event for which the candidate is responsible

review of production schedules and other stage management reference material and reports prepared by the candidate

review of reports prepared by the candidate on the planning and implementation of the stage management of a production

written or oral questioning to test knowledge of the industrial and Occupational Health and Safety issues and regulations

review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a production venue

production/event reference material on which to base the stage management of the production/event

full range of production equipment.

Key competencies in this unit

Key competencies are built into all workplace competencies. The following table describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (3)

Assessing overall readiness for production commencement.

Communicating ideas and information (3)

Providing briefings and directions to cast and crew.

Planning and organising activities (3)

Overseeing total production set-up.

Working with others and in teams (3)

Co-ordinating cast and crew during performance.

Using mathematical ideas and techniques (1)

Monitoring production timings.

Solving problems (3)

Developing solutions to problems which occur during performance.

Using technology (1)

Using two-way communication.

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

broad understanding of artistic and technical elements of the production/event such as staging, lighting and sound elements

the key factors involved in the successful stage management of a production, including typical problems and responses

effective communication, team leading and delegation in relation to the stage management of a production

problem solving and decision making processes and their application in an immediate production/event environment

relevant Occupational Health and Safety legislation and regulations as they apply to maintaining a safe backstage environment

literacy skills sufficient to interpret complex documentation and write simple reports.

Linkages to other units

This unit has strong linkages to other stage management units and combined training and/or assessment with those units may be appropriate, for example:

CUESMT09A - Plot and rehearse cues

CUESMT08A - Call the production/event

Critical aspects of evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The following evidence is critical to the judgement of competence in this unit:

ability to manage a range of tasks concurrently and in accordance with immediate time constraints

knowledge of all delivery aspects of the production

ability to effectively communicate and delegate.

Method and context of assessment

The assessment context must provide for:

practical demonstration of skills through the stage management of at least two different productions

interaction with and involvement of a production and performance team to reflect the collaborative nature of the unit

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

direct observation of the stage management of a production/event for which the candidate is responsible

review of production schedules and other stage management reference material and reports prepared by the candidate

review of reports prepared by the candidate on the planning and implementation of the stage management of a production

written or oral questioning to test knowledge of the industrial and Occupational Health and Safety issues and regulations

review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a production venue

production/event reference material on which to base the stage management of the production/event

full range of production equipment.

Key competencies in this unit

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Key competencies are built into all workplace competencies. The following table describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (3)

Assessing overall readiness for production commencement.

Communicating ideas and information (3)

Providing briefings and directions to cast and crew.

Planning and organising activities (3)

Overseeing total production set-up.

Working with others and in teams (3)

Co-ordinating cast and crew during performance.

Using mathematical ideas and techniques (1)

Monitoring production timings.

Solving problems (3)

Developing solutions to problems which occur during performance.

Using technology (1)

Using two-way communication.

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Productions/events may be one-off or part of a season of performances and include:

live theatre

concerts

opera

musicals

dance performances

circuses

festival performances.

Appropriate personnel may include:

performers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

extras

non-regular performers

all technicians, e.g. sound, lighting

staging personnel

director

designers

choreographer

production manager

assistant stage manager

venue management.

Pre-performance requirements may include:

wardrobe parade

photo calls

media calls.

Staging elements and equipment may include:

props

props table

set pieces

costumes

special effects

prompting equipment

stage management desk

stage management communication equipment.

Performers may be:

musicians

masters of ceremony

special guests

public speakers

conference speakers

panel members such as a debate team

singers

actors

dancers

regular cast members

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

understudies

non-regular performers

extras.

Items required for the performance may include:

costumes

make-up

microphones, e.g. radio microphones

hand props.

Reference materials used to run the production/event may include:

prompt sheets

cue sheets

call sheets.

Occupational Health and Safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. the Building Code of Australia

relevant local government legislation and regulation.

Details in the performance report may include:

timings

audience numbers

venue capacity

audience reaction

comments on artistic or technical performance

changes to performers.

Production documentation may include:

calculations of performance timings

texts

riders

front-of-house information

contact list, address list

agent list, props lists

scenery list

wardrobe list

artists' call sheet, e.g. publicity call sheets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

time sheets

technical plots, e.g. fly plots and dome plots

production schedule

ground plans

performance schedule

understudy/covers list

sign-on sheets

program inserts

notes on operating equipment

firearms log

media schedule

rehearsal schedule for non-regular performers

understudy schedule

notification for production personnel

announcements.

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Productions/events may be one-off or part of a season of performances and include:

live theatre

concerts

opera

musicals

dance performances

circuses

festival performances.

Appropriate personnel may include:

performers

extras

non-regular performers

all technicians, e.g. sound, lighting

staging personnel

director

designers

choreographer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

production manager

assistant stage manager

venue management.

Pre-performance requirements may include:

wardrobe parade

photo calls

media calls.

Staging elements and equipment may include:

props

props table

set pieces

costumes

special effects

prompting equipment

stage management desk

stage management communication equipment.

Performers may be:

musicians

masters of ceremony

special guests

public speakers

conference speakers

panel members such as a debate team

singers

actors

dancers

regular cast members

understudies

non-regular performers

extras.

Items required for the performance may include:

costumes

make-up

microphones, e.g. radio microphones

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

hand props.

Reference materials used to run the production/event may include:

prompt sheets

cue sheets

call sheets.

Occupational Health and Safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. the Building Code of Australia

relevant local government legislation and regulation.

Details in the performance report may include:

timings

audience numbers

venue capacity

audience reaction

comments on artistic or technical performance

changes to performers.

Production documentation may include:

calculations of performance timings

texts

riders

front-of-house information

contact list, address list

agent list, props lists

scenery list

wardrobe list

artists' call sheet, e.g. publicity call sheets

time sheets

technical plots, e.g. fly plots and dome plots

production schedule

ground plans

performance schedule

understudy/covers list

sign-on sheets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

program inserts
notes on operating equipment
firearms log
media schedule
rehearsal schedule for non-regular performers
understudy schedule
notification for production personnel
announcements.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESMT10B Organise and facilitate rehearsals

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to coordinate the overall rehearsal process for live productions/events. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Coordinating rehearsals is typically the role of a production manager or stage manager in conjunction with a producer or director. The core of the job involves setting up the logistics and communication channels to ensure rehearsals run smoothly. It entails preparing essential documentation, liaising with cast and crew, and locating and preparing rehearsal venues. This unit has linkages to a range of other stage management units, and combined training and/or assessment with those units may be appropriate, e.g.: • CUESMT11B Create, update and use production reference documents • CUESMT12B Analyse performance outline/script.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Select and secure rehearsal venue	1.1. Determine requirements for ***rehearsal facilities*** through liaison with ***relevant personnel*** and analysis of production documentation 1.2. Develop accurate and complete specifications for ***rehearsal*** venues to facilitate the research process 1.3. Research potential rehearsal venues using appropriate information sources and research methods 1.4. Assess suitability of venues based on comparison of services against specifications

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.5. Complete a risk assessment on potential venues and integrate findings into selection and planning processes 1.6. Negotiate and liaise with personnel from potentially suitable venues to ensure requirements can be met and to address any potential problem areas 1.7. Provide clear and accurate briefings on venue options to relevant colleagues, including recommendations and rationale 1.8. Confirm venue arrangements accurately in writing when the selection process is finalised
2. Coordinate physical elements for rehearsal	2.1. Measure and mark up the rehearsal facilities according to the production design/specifications 2.2. Organise all required ***physical elements*** in accordance with rehearsal schedule and daily requirements 2.3. Arrange appropriate and timely transportation of physical elements at the rehearsal facility in accordance with production specifications 2.4. Ensure that physical elements are correctly set-up, checked by relevant colleagues and are operating in according with design specifications 2.5. Monitor the set-up to ensure that occupational and public health and safety requirements are adhered to 2.6. Advise relevant personnel and ***performers*** of the nature and limitations of physical elements
3. Create and distribute rehearsal documentation	3.1. Correctly identify the information and ***documentation*** required by all those involved in rehearsals 3.2. Circulate relevant, current and accurate information to relevant personnel in a timely manner 3.3. Develop schedules in accordance with provisions in the relevant award and enterprise agreements and budget 3.4. Amend schedules and production documentation as necessary to reflect any required changes and distribute to relevant personnel
4. Facilitate communication during rehearsal	4.1. Deal with ***creative and technical participants*** in a tactful and sensitive manner and take into account any cultural or language differences 4.2. Communicate with creative and technical participants regularly throughout the rehearsal

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	process in an open manner to maintain positive working relations 4.3. Broker the resolution of any technical problems by facilitating discussions between performers and technical crew 4.4. Take appropriate action to meet requirements of creative and technical participants
5. Participate in rehearsals	5.1. Participate in rehearsals, providing technical assistance as required 5.2. Monitor rehearsals and stage manage, if required, in accordance with the production requirements 5.3. Calculate and record performance timings for use in production documents 5.4. Participate in production meetings or post-rehearsal note sessions to identify any production problems and resolve with the minimum of disruption to the rehearsal process and budget

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication and conflict resolution skills in relation to the types of issues that arise during rehearsals with various stakeholders • literacy skills sufficient to conduct research and develop complex documentation
Required knowledge
• different types of rehearsal venue requirements for varying types of production • information sources for venue information • features and requirements of typical venue contracts • overall knowledge of technical and artistic elements of the production • roles and responsibilities of those involved in the rehearsal process • the possibilities and limitations of staging and technical rehearsal elements • differences between the elements used during the rehearsal and the actual production elements • relevant industrial awards for performers and technicians, particularly in relation to scheduling rehearsal times

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• relevant occupational health and safety legislation and regulations, particularly in relation to the set-up and safe operation of a rehearsal area • content and format of production documentation

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to source and oversee the set-up of an appropriate rehearsal venue which meets the production needs • ability to effectively communicate and resolve conflicts in the context of production rehearsals • knowledge of the technical aspects of the rehearsal process.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the sourcing and set-up of a rehearsal facility for an actual production, plus the facilitation of the rehearsal process • interaction with and involvement of a production and performance team involved in the rehearsal process.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • direct observation of the candidate working within the rehearsal context • review of schedules and other production documentation prepared by the candidate • evaluation of report completed by the candidate on the management of rehearsals, challenges faced and how these were overcome

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• written or oral questioning to assess knowledge of industrial awards and occupational health and safety legislation and regulation • review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • potential and actual venues where rehearsals could realistically take place • physical production elements • relevant industrial awards • relevant occupational health and safety regulations.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Rehearsal facilities may be:	• hired from another organisation • located at the actual production/event venue • located off-site from the venue • part of the organisation's facility
Relevant personnel/technical and artistic production team may include:	• all technicians, e.g. sound, lighting • artistic director • assistant stage manager • choreographer • designer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• designers • extras • non-regular performers • performers • production manager • staging personnel • technical director • venue management
Rehearsals may be conducted:	• in a totally independent space • in the actual performance/production/event space
Physical elements required for rehearsal may include:	• mirrors • musical instruments • notice board • production desk • props and costumes • resin box • secure storage • sets • storage for personal property • suitable flooring • technical equipment • waiting area • warm-up area • other support facilities

Performers may be:	• actors
	• conference speakers
	• masters of ceremony
	• musicians
	• non-regular performers
	• panel members, e.g. a debating team
	• public speakers
	• regular cast members
	• singers
	• special guests
	• non-regular performers, e.g.
	  • extras
	  • replacements
	  • second cast
	  • supernumeraries

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• swings • understudies
Rehearsal ***documentation*** may include:	• accident report form • agent list • artists call sheet, e.g. publicity call sheets • bump-in schedules • company/organisation lists • contact lists • distribution lists • dressing room lists • front-of-house information • ground plans • memos • petty cash forms • preliminary cue synopses • production meeting agenda • production meeting minutes • production plans • production schedules • props lists • rehearsal reports • rehearsal schedules • scene breakdown/working division • scenery lists • technical plots, eg fly plots and dome plots • texts • time sheets • tour itineraries • understudy/covers list • venue information • wardrobe lists
Requirements of ***creative and technical participants*** may relate to:	• costume fittings • counselling of staging and technical crew • organisation of all types of calls • organisation of publicity materials/events • publicity events • specialist calls, e.g. music, voice, dance • training

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - stage management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESMT11B Create, update and use production reference documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to create and maintain the range of production documents used during rehearsals and performances. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Stage managers apply the skills and knowledge outlined in this unit. In this role they are responsible for ensuring that production documentation is up to date, in particular documentation related to prompting and cueing performers. This unit has strong linkages to the following units, and combined training and/or assessment with those units may be appropriate: • CUESMT09B Plot and rehearse cues • CUESMT08B Call the production/event.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Determine requirements for production reference documents	1.1. Read and interpret production and design documentation to achieve an understanding of the artistic and technical aspects of the project 1.2. Liaise with ***relevant colleagues*** to determine precise documentation requirements and scope of individual responsibilities
2. Create and maintain production reference documents	2.1. Draft ***production reference documents*** using the appropriate format for the type of production and in accordance with organisational requirements 2.2. Accurately and appropriately record ***information*** required to stage the ***production*** on the ***script*** 2.3. Confirm drafts with relevant colleagues and make correct adjustments as required 2.4. Copy and circulate copies of document in

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	accordance with production requirements, maintaining accurate records of distribution
3. Use production reference documents during rehearsals	3.1. Provide accurate ***prompts*** and cues at the appropriate time in accordance with technical and director's requirements 3.2. Adjust physical elements in accordance with the setting and running documents 3.3. Provide prompts and cues sensitively ensuring appropriate timing accuracy and audibility for performers 3.4. Use documents appropriately to stand in for absent cast members when required 3.5. Update documentation as required to ensure currency of versions being used

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• documentation requirements for different types of production • documentation requirements of different cast and crew
Required knowledge
• broad understanding of artistic and technical elements of the production/event such as staging, lighting and sound elements, including roles and responsibilities of different cast and crew • the features and formats of source documents used to create production reference documents including scripts • the features of and formats used for different production reference documents, including production script, cue sheets and running sheets • communication techniques for the provision of prompts and cues

Evidence Guide

EVIDENCE GUIDE

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • correct interpretation of artistic and technical requirements of the production/event • ability to create accurate, clear and technically correct production reference documents • knowledge of the range of documentation used in different types of production.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the creation and use of documents for at least two different productions • interaction with and involvement of a technical and performance team to reflect the collaborative nature of the process • presence of time pressures in the creation and updating of documents.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • review of production reference documents prepared by the candidate • project activity which allows the candidate to create documents for different productions • written or oral questioning to assess knowledge of artistic and technical requirements of the production/event • review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a production • source documentation on which production reference documentation can be based • a rehearsal venue.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Relevant colleagues may include:	• artistic specialist • artists/performers • choreographers • conductor • designers • director • musical director • production manager • technical director • technical staff
Production reference documents must include:	• cue sheet • production script • running sheet
Production reference documents may include:	• 'doubling' list • cast list • cast/character/costume/props matrix • directors notes • extract lists • notated score • quick change lists

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• rehearsal scene breakdown • scene-by-scene principles and extras lists
Information for the ***production script*** may include:	• backstage calls and announcements • cues and standbys to performers and technicians • cuts and additions to script • front-of-house calls • location, use and movement of props, costumes and set pieces • musical score requirements • other performer movements, eg entrances, exits, moves 'on stage' • performer calls • repeats, pauses, vocal dynamics and other notations relating to performance
Prompting may take place:	• during a technical run through • in dress rehearsal • in ordinary rehearsals • in the live production/event

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - stage management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

CUESOU07B Apply a general knowledge of audio to work activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the foundation skills and knowledge required to complete a range of general audio-related tasks in a live venue environment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	People assisting with audio operations in the screen, media and entertainment industries apply the skills and knowledge outlined in this unit. They are working under the direct supervision of an experienced sound technician. The role includes the need for an understanding of the role of sound technicians, the process for setting up audio equipment and the functions of a range of sound equipment. Equipment operation is at a routine level. This unit underpins and has linkages to general technical units and all other audio units, and combined training and assessment with those units may be appropriate, e.g.: • CUSOHS301A Follow occupational health and safety procedures • CUETGE15B Handle physical elements safely during bump in/bump out.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Make preparations for audio set-up	1.1. Extract key information from audio installation plans and confirm requirements with supervisor 1.2. Correctly identify preferred rigging and positioning points for audio ***equipment*** 1.3. Correctly identify cables used to connect different audio components 1.4. Correctly identify and sort equipment and ***accessories*** in preparation for set-up, ensuring appropriate handling and taking account of ***equipment differences***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
2. Complete tasks using audio equipment	2.1. Correctly connect, disconnect and position audio system cables, including microphone, speaker, multicore and power feeds, in accordance with supervisor's instructions and safety requirements 2.2. Wire the audio system in correct sequence and confirm with supervisor 2.3. Set ***start up*** and operating settings in ***correct sequence*** and correctly use features of audio desk in accordance with instructions 2.4. Identify any problems with equipment promptly, take action within scope of individual responsibility or report to supervisor 2.5. Use positioning and equalising techniques to create optimum ***sound*** quality 2.6. Communicate appropriately with other technicians, performers or customers during the completion of tasks

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills sufficient to extract key information from audio installation plans • numeracy skills sufficient to sort and count equipment
Required knowledge
• the general scope and potential of audio operations within different live production contexts, e.g. theatre, music, corporate • the relationship between audio operations and other technical and performance areas, including lighting, vision systems and performance • typical roles and responsibilities of audio technicians in different contexts, including different career paths • fundamentals of sound in a circuit, including understanding that microphone level is 40 to -60dB line level • features and meaning of a typical sound system signal flow chart, including signal chains, gain structure and levels • decibel levels and basic sound pressure level measurement, including that frequency is measured in Hertz, understanding the differences between 100Hz and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

1kHz
• understanding of phase, including phase cancellation, and that at 180 degree phase difference signals do cancel each other out
• common terminology used in relation to audio
• occupational health and safety requirements and legislation that relate to audio personnel, in particular with regard to working safely with electricity
• requirements for the storage of audio equipment
• key features, purpose and basic operating procedures of major types of audio equipment, including different types of loudspeakers, audio mixing consoles, signal processing equipment, input source equipment and common accessories
• different types of cable, their usage in different situations and how to care for them, including:
  • microphone cables; how to run safely and neatly and where to store excess
  • speaker cables; how to run safely and neatly and avoid lighting components
  • multicore cables, how to run safely and neatly and where to store excess
  • power cables, how to run safely and neatly and where to store excess

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • recognition of sound equipment, including key features and purpose • understanding of signal flow through the audio chain • completion of audio-related tasks in accordance with health and safety procedures.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the completion of a range of preparatory and set-up tasks with industry-current audio equipment • project or work activities that allow knowledge to be applied to specific production contexts and situations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate completing audio-related tasks • evaluation of equipment which has been set-up by the candidate • oral or written questioning to assess knowledge of equipment and audio theory • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a range of sound equipment as identified in the Range Statement • a sound system • an environment in which an audio system can be run.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Equipment must include:	• audio mixing consoles • input source equipment • loudspeakers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Accessories used in live audio may include:	• active splits • analysis software • continuity and phase testers • DI boxes • insolation transformers • spectrum analysers • SPL meters • white or pink noise generators
Equipment differences for loudspeakers may include:	• features of high frequency compression driver types • size of paper cone loudspeakers
Equipment differences for audio mixing consoles may include:	• how front of house consoles differ from stage monitor consoles, particularly the difference between pre and post fade auxiliary sends
Equipment differences for input source equipment may include:	• devices in the main signal chain, e.g. equalisers, CD, cassette, mini disk • devices inserted over individual channels, such as noise gates, limiters, compressors, preamps
Correct ***start up*** sequence and operating settings for an audio system would include:	• ensuring all amplifier volume controls are down (at minimum settings) • ensuring all output faders on console are down (at minimum settings or muted) • powering up all front-of-house equipment first • powering up amplifiers last • winding up amplifier volumes after all equipment is powered up
Correct sequencing of wiring would include:	• connection of adequate mains to all components and understanding of power isolation • patching to create a complete signal chain from input to output • safe and neat positioning of cables and multicore
Sound equipment may include:	• amplifiers to suit the system • analogue FOH mixing desk of at least 24:8:2 format • CD player • computer DAT • effects rack • hard disc recorder • microphones of different pickup patterns and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	types • mini disc • signal processing equipment • speakers as part of the system • stereo 3-way PA system for audiences of different sizes

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - audio/sound

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESTA01C Install staging elements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to install a range of staging elements for any production within the cultural industries. It builds on the skills found in the unit CUESTA05C Apply a general knowledge of staging to work activities. The National Standard for Licensing Persons Performing High Risk Work applies to persons performing dogging and rigging work. Completion of the following units is required for certification at either basic, intermediate or advanced levels. CPCCLDG3001A Licence to perform dogging CPCCLRG3001A Licence to perform rigging basic level CPCCLRG3002A Licence to perform rigging intermediate level CPCCLRG4001A Licence to perform rigging advanced level. Sets and staging for some performances or events may fall within the definition of construction work. If so, people entering a construction site are required to complete the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (Australian Safety Compensation Council, May 2007). Achievement of the unit 'CPCCOHS1001A Work safely in the construction industry' fulfils this requirement.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Application of the Unit

Application of the unit	Mechanists apply the skills and knowledge outlined in this unit. In this role they are responsible for installing a range of scenery and set items for performances or events. These include soft scenery, as well as weight and non-weight bearing set items. This unit has linkages with a range of other staging and technical production units, and combined assessment and/or training with those units may be appropriate.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for installation of staging	1.1. Prepare venue at the appropriate time in accordance with bump-in schedule 1.2. Read, correctly interpret and apply stage plans to venue layout 1.3. Identify and liaise with ***relevant personnel*** to determine the sequence of installation for ***staging elements*** 1.4. Where there is an existing stage, communicate ***modifications*** clearly to relevant personnel and implement as required 1.5. Install other ***equipment*** and necessary structures in consultation with the relevant personnel 1.6. Pre-rig equipment as required within safety guidelines and licensing requirements
2. Install staging elements	2.1. Mark out ground plan accurately onstage in accordance with design specifications and venue requirements 2.2. Install staging elements in accordance with design specifications and requirements of the production 2.3. Install staging elements in the appropriate sequence as agreed with relevant personnel 2.4. Install staging elements in accordance with safety regulations and any manufacturer instructions 2.5. Select and use appropriate equipment to assist with staging ***installation***, using safe working practices at all times
3. Check staging elements after installation	3.1. Check each staging element to ensure operational standards for performance are achieved and that all safety requirements have been met 3.2. Identify any problems with staging elements, take appropriate action to rectify or refer to relevant personnel for action 3.3. Identify any modifications required to improve suitability for performance and take appropriate action

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills sufficient to interpret stage plans • numeracy skills sufficient to take measurements required for installation
Required knowledge
• types of control desks which operate stage machinery • techniques for working out load capacity of stage machinery • safe and efficient methods and procedures used in manoeuvring loads • techniques for handling scenic elements, eg toggling flats and pin hinging • relevant legislative and/or organisational health and safety requirements, including safe manual handling techniques, working at heights, moving loads safely • safety issues associated with using ladders • signals to be employed when using stage machinery • safety procedures to be followed in the event of lifting, revolving or trucking emergencies

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • application of safe working practices for installing staging elements • knowledge of safety issues specifically associated with the installation of staging • ability to communicate effectively within a staging team.
Context of and specific resources for assessment	The assessment context must ensure: • practical demonstration of skills through the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	installation of staging elements for more than one production • installation of staging elements within realistic workplace timeframes • involvement of and interaction with a production team to reflect the collaborative nature of staging installation.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate completing installation tasks • inspection of staging elements installed by the candidate • oral questioning/interview to assess knowledge of safety and equipment procedures • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a venue where the installation of staging can take place • staging equipment.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
regional contexts) may also be included.	
Relevant personnel may include:	• designers • directors • production managers • stage managers • technical specialists • venue management

Staging elements may include:	• framed scenery, e.g.:
	  • flats
	  • profiles
	  • doors
	  • windows
	• furniture and other set props
	• non-weight bearing scenery, e.g.:
	  • columns
	  • trees
	• revolves
	• soft scenery, e.g.:
	  • canvas legs
	  • borders
	  • cloths
	  • gauzes
	  • cycloramas
	• trucks
	• weight bearing scenery, e.g.:
	  • rostra
	  • ramps
	  • steps

Modifications to an existing stage may include:	• altering grid and other structures under appropriate supervision • installing staging extensions
Equipment, used during installation may include the following, within regulation limits and licensing requirements:	• cherry pickers • ladders and A-frames • maxilift or genie-type lifter • mobile scaffolding • scissor lift • tallescopes
Installing staging aspects of the	• cast and crew amenities, e.g.: dressing rooms

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
show may involve setting up additional facilities for certain venues, particularly outside venues, and construction of extra requirements, which may include the following (within regulation limits):	• catering facilities • fences • front-of-house facilities • ground coverings • public amenities • scaffolding • seating • stage coverings • stages • tents

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - staging

Co-requisite units

Co-requisite units	It is strongly recommended that this unit be assessed with or after the following units:	
	CUESTA05C	Apply a general knowledge of staging to work activities
	MEM18001C	Use hand tools

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUESTA05C Apply a general knowledge of staging to work activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to provide assistance with the installation of staging under direct supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	People assisting with staging for live entertainment events and productions apply the skills and knowledge outlined in this unit. At this level their work would be closely supervised. The role includes the need for an understanding of stage geography, staging equipment and staging terminology plus basic stage preparation and set positioning. This unit has linkages to a range of other technical units and combined assessment and/or training with those units is recommended, e.g.: • CPCCCM1005A Carry out measurements and calculations • MEM18001C Use hand tools.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Prepare stage area	1.1. Refer to stage plan and consult with supervisor to obtain details of work requirements 1.2. Identify the need for general clearing and cleaning of stage area and take appropriate action 1.3. Mark out stage accurately in accordance with stage plan and directions from supervisor 1.4. Liaise with ***other production personnel*** to ensure timing of staging installation is appropriate in relation to other production requirements
2. Lay up floor and position set pieces	2.1. Lay up ***floor*** in accordance with stage plan and directions from supervisor 2.2. Move and assemble ***set pieces*** in accordance with stage plan and directions from supervisor 2.3. Follow appropriate safety procedures when laying

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	floor and positioning set pieces 2.4. Identify any adjustments required in consultation with supervisor and other personnel and take appropriate action 2.5. Clean up and clean surrounding areas to ensure safe work space for all personnel

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE This section describes the skills and knowledge required for this unit.
• Required skills
• literacy skills sufficient to interpret a stage plan • numeracy skills sufficient to take basic stage and staging measurements
Required knowledge
• role of staging personnel within the overall production and interrelationship with other production personnel • stage geography and terminology, including upstage, downstage, on/offstage, stage right/left, scenery dock, PS, OP, cameral left, camera right (for film and TV) • different types of common stage machinery and equipment and the main safety issues associated with their use • basic set assembly, including the correct way to run and float a flat, to lash/toggle and pinhinge flats together and to use tech screws and bolts for assembling set pieces • methods of tying cloths, drapes, tabs, etc to a barrel, including legs, borders, scrims, gauzes, cycloramas • a variety of knots, including bowline, clove, hitch, half-hitch, reef knot, rolling hitch, truckies hitch, overhand knot, figure of eight knot (single and double), whippings and rope seizing • occupational health and safety requirements and their application to stage mechanics,, including the handling of hazardous substances

Evidence Guide

EVIDENCE GUIDE
The Evidence Guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • knowledge of the roles and functions of staging departments and staging personnel • knowledge of entertainment industry terminology in relation to staging • ability to follow instructions and safety procedures.
Context of and specific resources for assessment	The assessment context must ensure: • demonstration of skills through the installation of staging that includes as a minimum the installation of flooring and basic set pieces • involvement of and interaction with a team with whom the candidate can work and which is able to provide the overall direction for staging set-up.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate using appropriate and safe techniques to install staging • inspection/evaluation of staging elements positioned by the candidate • oral or written questioning to assess knowledge of staging terminology, features and uses of different types of equipment and stage geography • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	• staging machinery, equipment and tools • venue at which a production is being staged.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Other production personnel may include:	• designers • directors • production managers • stage managers • technical specialists • venue management
Floor may be laid up using:	• carpet • dance floors, e.g. tarkett • floor cloths/cladding • masonite • vinyl
Set pieces may include:	• framed scenery, e.g.: flats, profiles, doors, windows • furniture and other set props • non-weight bearing scenery, eg: columns, trees • revolves • soft scenery, e.g.: canvas legs, borders, cloths, gauzes, cycloramas • trucks • weight bearing scenery, e.g.: rostra, ramps, steps

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - staging

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUETEM03C Establish and manage production requirements and resources

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to establish and manage resources and other requirements for a particular production area. It builds on the skills found in the unit CUETEM01C Coordinate production operations. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	A head technician, technical manager or workshop manager would generally undertake this role. This unit has linkages to a range of other technical and management units and combined assessment and/or training with those units is recommended, e.g.: • CUETEM01C Coordinate production operations • CUEFIN02C Manage a budget • CUESET11B Develop set construction plans to meet design requirements.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Establish production requirements	1.1. Evaluate initial ***production*** concepts and technical requirements in relation to feasibility, safety and any environmental impact 1.2. Provide timely, accurate and correct advice on the feasibility and safety of concepts and their implementation, including suggestions of workable alternatives as required 1.3. Accurately document details of safety and technical requirements in relation to the production concepts 1.4. Clarify production concepts and final requirements in consultation with the ***appropriate personnel*** as required
2. Complete plans for realisation of	2.1. Identify and agree on options for realisation and execution in consultation with the appropriate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
production requirements	personnel 2.2. Correctly interpret ***production documentation*/*models*** to adapt these to serve practical requirements of construction or installation 2.3. Accurately and appropriately document all ***decisions***, agreements and other relevant information in accordance with organisational procedures 2.4. Develop an action plan for implementing construction or installation incorporating all requirements in terms of ***labour***, materials, equipment and facilities
3. Source and cost resources	3.1. Source and cost ***resource requirements*** as required in accordance with organisation policy and procedures 3.2. Develop realistic expenditure estimates to meet the budget allocation 3.3. Identify potential budget overruns and resolve and/or recommend alternatives to appropriate personnel. 3.4. Liaise with internal and/or external suppliers to acquire equipment and materials, using existing materials wherever possible 3.5. Follow appropriate ***financial procedures*** in accordance with organisational policies and procedures
4. Manage construction or installation	4.1. Organise and oversee work to ensure that construction or installation is completed within constraints of timeframes, budget and available technology 4.2. Allocate tasks in accordance with skill, preference, training requirements and multi-skilling considerations 4.3. Liaise with colleagues and attend appropriate run-throughs and/or production meetings to identify any alterations that need to be made to original design specifications 4.4. Monitor construction or installation to ensure that it meets design specifications, budgetary constraints and timelines

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication and negotiation skills in relation to liaising with production colleagues and resource acquisition
Required knowledge
• in-depth knowledge of the specific production area • practical production issues and limitations in relation to different design concepts and techniques • planning methods and techniques relevant to the production area • supply sources for resources relevant to the production area • typical costs and costing processes relevant to the production area • legal and occupational health and safety issues that affect production operations

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • effective communication with artistic staff, senior management, peers and subordinates • ability to develop options for different production requirements and constraints • extensive knowledge of specialist area, particularly in the area of resource acquisition and management.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the establishment and management of technical requirements for more than one production or event • assessment conducted over a period of time to reflect

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	the ongoing monitoring and implementation aspects of the unit • involvement of and interaction with a whole production team to reflect the collaborative nature of the skills in this unit.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • evaluation of a particular technical aspect of and event or production for which the candidate has been responsible from planning to realisation • evaluation of reports prepared by the candidate analysing the processes undertaken to realise the technical aspects of a production and identifying key challenges and ways of overcoming those challenges • case studies to assess ability to develop technical approaches for different production situations • problem solving exercises to assess ability to generate solutions to a common range of challenges encountered • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Assessment of this unit requires access to: • venue where a production can be staged • equipment and materials relevant to the production area.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Production resources and	• audio • audiovisual

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
requirements may relate to:	• lighting • props • scenic art • sets • special effects • stage management
Appropriate personnel may include:	• designers • directors • production managers • other technical specialists
Production documentation/models may include:	• designs • drawings • models • plans • production notes • script
Decisions on most appropriate implementation method/s may take account of factors, including:	• budget constraints • time • venue • other company resource restrictions or safety considerations
Resource requirements may include:	• equipment • facilities • labour • materials
Resources may be acquired through:	• acquiring necessary licences and approvals, e.g. firearms licence • borrowing • contra-deals • hiring • purchasing • renting
Labour requirements may be for:	• consultants/specialists • contract staff • permanent staff
Financial procedures may include:	• establishing cheques and petty cash arrangements • establishing paperwork requirements, e.g. purchase orders, requisitions, record keeping, invoices quotes and estimates

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• implementing appropriate delegation and accountability arrangements

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - production planning and management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUETEM06B Organise and monitor bump in/bump out

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to oversee the bump in/bump out process for one or more technical aspects of a production. It is very closely linked to the unit 'CUETEM01C Coordinate production operations' which has a particular focus on the organisation and transportation of physical production elements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Head technicians or stage management personnel would generally undertake this role. This unit has linkages with a range of other technical and general supervisory units. It is strongly recommended that this unit be assessed with or after the following unit: • CUETEM01C Coordinate production operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Identify and organise physical element requirements	1.1. Correctly interpret ***production documentation*** to determine the scope and type of ***physical elements*** required 1.2. Complete accurate inventory checks to ensure required physical elements are available and ready for use 1.3. Identify the need for additional equipment or materials and order or organise these in accordance with organisational procedures and relevant budgetary guidelines
2. Make plans for movement of physical elements	2.1. Liaise with ***other production personnel*** to determine the most effective sequential order for the movement and installation of physical elements 2.2. Identify relevant ***transport requirements*** 2.3. Organise transport or communicate needs to appropriate personnel as required in accordance with organisational procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4. Make realistic estimates of the numbers of people required for the movement of equipment and provide information to relevant colleagues 2.5. Clearly and accurately document plans for movement and installation of equipment in accordance with organisational procedures
3. Oversee the movement of physical elements	3.1. Provide clear instructions to appropriate personnel regarding the movement of physical elements to ensure safety and avoid damage to equipment 3.2. Monitor the bump in/bump out process to ensure that work is carried out in accordance with instructions 3.3. Organise appropriate storage and security of physical elements where required, including valuable items and any hazardous materials

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• effective communication techniques in relation to team leading, including seeking feedback from team as part of ongoing evaluation of processes
Required knowledge
• in depth knowledge of the bump in/bump out process, including an overview of the requirements and issues faced by different technical areas • planning and organisational requirements for the bump in/bump out process, the roles of key personnel and the typical issues and problems encountered • inventory systems and procedures used for equipment and materials in an entertainment context • sources of additional equipment and supplies for one or more technical production areas • occupational health and safety requirements that affect the allocation of work and the movement of physical elements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is critical to the judgement of competence in this unit: • ability to organise and coordinate the work of a team for bump in/bump out • detailed knowledge of the bump in/bump out process in a given industry context.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the coordination of a bump in/bump out process for multiple productions • involvement of and interaction with a team for whom the candidate can plan and organise work.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • evaluation of a bump in/bump out process coordinated by the candidate • evaluation of reports prepared by the candidate detailing the methods used to organise a bump in/bump out, challenges faced and how these were resolved • case studies and problem solving exercises to assess ability to plan for different operational situations and contexts • oral or written questioning to assess knowledge of equipment procedures or safety issues • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Assessment of this unit requires access to: • a production venue • equipment and materials to be used during the bump in/bump out process.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Physical elements include any equipment or materials used for a production, including:	• costumes • props • scenic art • sets • staging • support equipment, e.g. furniture, performer amenities • technical equipment
Production documentation may include:	• equipment lists • technical plans.
Other production personnel may include:	• production managers • stage managers • technical managers • other technical specialists
Transport requirements may relate to:	• road vehicles (organisation or hired) • other modes of transport
Transportation requirements may be needed to or from:	• outside facilities • rehearsal facilities • storage facilities • suppliers' facilities • workrooms • workshops

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Media and entertainment production - production planning and management

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUETGE05C Maintain physical production elements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to use basic maintenance skills to maintain the physical elements of any production, excluding the repair and maintenance of technical equipment, which requires specialist skills. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	The role outlined in this unit may be undertaken by a range of technical production personnel, usually under the supervision of others. This unit has linkages to other technical construction and manufacturing units and combined assessment and/or training with those units may be appropriate. It is strongly recommended that this unit be assessed with or after the following unit: • MEM18001C Use hand tools.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Clean physical elements	1.1. Complete regular and timely checks of ***physical elements*** to ensure items are in optimum condition and ready for use 1.2. Identify dirty or damaged items requiring ***cleaning*** and those items which require replacement 1.3. Select and use appropriate protective clothing where necessary 1.4. Clean physical elements using appropriate ***cleaning agents*** and equipment to return items to original condition in accordance with ***safety requirements*** 1.5. Dispose of used chemicals in accordance with hygiene, safety and environmental legislation requirements
2. Perform maintenance	2.1. Complete minor ***repairs and maintenance*** on

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
and minor repairs	physical elements using appropriate techniques, materials and equipment 2.2. Make repairs using safe work practices and in accordance with manufacturer specifications 2.3. Complete maintenance tasks in accordance with required schedules and priorities 2.4. Store physical elements appropriately to minimise chances of damage in accordance with organisational procedures 2.5. Correctly identify tasks requiring specialist attention and refer to appropriate colleagues
3. Perform administrative tasks	3.1. Accurately interpret maintenance requests 3.2. Clarify instructions with persons making a request when required 3.3. Complete work report forms or other documentation accurately and forward to appropriate colleagues

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• literacy skills sufficient to interpret and complete repair and maintenance documentation, and to read labels • numeracy skills sufficient to calculate measurements of chemicals
Required knowledge
• typical cleaning, repair and maintenance requirements for sets, props and scenic art • cleaning agents, equipment and techniques used to repair physical elements, including any specialised cleaning requirements for items, e.g. scenic art cloths • relevant legislative and/or organisational occupational health and safety requirements, including safe manual handling • types of documentation used to record maintenance and repair work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • ability to use appropriate techniques to restore physical elements to optimum condition • knowledge of typical cleaning and maintenance requirements for various types of physical elements used in a production.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the maintenance and repair of multiple physical elements • completion of tasks within realistic workplace timeframes.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate completing cleaning and maintenance tasks • evaluation of items cleaned or repaired by the candidate in relation to quality of workmanship and finish • oral or written questioning to assess knowledge of safety requirements and techniques for cleaning particular types of production items • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Assessment of this unit requires access to: • physical elements requiring cleaning and maintenance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Physical elements may include:	• props • scenic art • set elements
Cleaning agents may include:	• cleaning agents for specialised surfaces • disinfectants • general and spot cleaning agents
Cleaning tasks may include:	• cleaning stage areas after performance • cleaning staging equipment • removing stains from scenic elements
Maintenance and repair tasks may include:	• repairing minor damage made during performance • replacing hinges, nails, screws • touch up painting of scenic elements
Safety requirements may include:	• legislation related to general workplace safety, hazardous substances • organisational policies related to cleaning operations and disposal of used chemicals

Unit Sector(s)

Unit sector	

Competency field

Competency field	Construction and maintenance - general maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUETGE15B Handle physical elements during bump in/bump out

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to assemble, pack and load/unload physical elements under supervision for any production within the cultural industries. This unit is introductory in nature and focuses on safe manual handling and general knowledge of the bump in/bump out process and types of equipment. It does not include the specialised bump in/bump out procedures and knowledge required by technicians. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	The role outlined in this unit may be undertaken by a range of technical production personnel, usually under the supervision of others. This unit has linkages to other technical construction and manufacturing units and combined assessment and/or training with those units may be appropriate. It is strongly recommended that this unit be assessed with or after the following unit: MEM18001C Use hand tools.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Prepare physical elements for transportation	1.1. Assemble/dismantle ***physical elements*** in the correct order in accordance with instructions to ensure ease of packing, loading, unloading and installation 1.2. ***Pack*** physical elements safely using appropriate ***techniques and materials*** to avoid damage during ***transportation*** 1.3. Correctly identify, prepare and pack any tools required for bump in/bump out
2. Load/unload physical elements	2.1. Load/unload physical elements in the required order taking care to avoid damage 2.2. Use safe manual handling techniques throughout the loading/unloading process to avoid injury or damage 2.3. Install or position physical elements in appropriate work or storage area in accordance with directions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4. Identify any hazardous items and load these in a manner which minimises health and safety risk 2.5. Inspect load prior to transportation to ensure that all items are loaded appropriately, and make adjustments as required 2.6. Clear and clean work areas in accordance with organisational procedures
3. Check condition of physical elements	3.1. Check the condition of physical elements to ensure that no damage has occurred during bump-in/bump-out 3.2. Identify any repairs required and report to the ***appropriate personnel*** for action, using correct documentation as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills sufficient to read simple work instructions, equipment lists and safety directions
- numeracy skills sufficient to count/tally equipment and other physical elements
- self-management skills sufficient to meet deadlines
- problem-solving skills sufficient to anticipate and resolve minor equipment set-up problems
- ability to work as a member of a production team

Required knowledge

- general knowledge of the bump in/bump out process for different types of production, including typical procedures and processes and the roles and responsibilities of different personnel
- general knowledge of the typical physical elements used for different types of production
- typical locations for different physical elements within a production venue
- safe manual handling techniques and the broader safety issues associated with the movement of physical elements
- relevant organisational and/or legislative occupational health and safety requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• packing materials and techniques used for different types of equipment • techniques for loading and stowing equipment for safe transportation • the range of tools commonly required during the bump in/bump out process

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • knowledge of safe manual handling techniques for various types of equipment • ability to move, pack and load equipment under instruction using safe manual handling techniques.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the packing, loading and positioning of physical elements required in a given production • involvement of and interaction with a team during the bump in/bump out process.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: • direct observation of the candidate packing, loading or unloading equipment during a bump in/bump out • oral or written questioning to assess knowledge of equipment types and features, safety issues • case studies or problem solving exercises to assess the candidate's ability to respond to different operational situations and contexts • review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidance information for assessment	Assessment of this unit requires access to: • a venue or location for bump in/bump out • a range of equipment typically used for a production • transportation into which equipment can be loaded.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Physical elements may include any equipment or materials commonly used for an entertainment production, eg:	• audio equipment • costumes • lighting equipment • props • scenic art • sets
Transportation may be required:	• between different venues • by air • by rail • by road • by sea • within a venue
Packing/loading techniques may include:	• particular ways of handling different equipment • use of protective coverings • use of restraints
Packing ***materials*** may include:	• boxes • bubble wrap • bush blankets • crates • labels • road cases • rope

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• straps • tape • tissue paper • wardrobe skips
Appropriate personnel may include:	• event/production managers • stage managers • supervisors/managers • technical staff

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - staging

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFCMP301A Implement copyright arrangements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement individual or collaborative copyright arrangements. This unit is related to CUFCMP501A Manage and exploit copyright arrangements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit addresses the implementation of copyright arrangements, including sourcing copyright information, gaining clearance to use other people's material and protecting material from unauthorised use. It has application to people involved in using/creating original works, including literary works, computer programs, compilations, artistic works, dramatic works, musical works, cinematograph films, sound recordings, broadcasts, photographs, photographic imagery and published works. This unit does not address assigning copyright and licensing rights. This is addressed in: • CUFCMP501A Manage and exploit copyright arrangements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Source information on copyright	1. Identify ***sources of information*** on copyright 2. Determine what is and is not protected by copyright 3. Identify and determine role of ***copyright collection societies*** 4. Check copyright legislation with ***appropriate person*** 5.
Obtain permission to use copyright material	6. Identify copyright owner's ***exclusive rights*** 7. Determine need for copyright clearance and identify potential for ***fair use*** of copyright material

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	8. Discuss and confirm copyright clearance issues 9. Determine if ***moral rights*** or ***performer's rights*** need to be credited 10. Obtain and accurately record copyright clearance
Protect material from unauthorised use	11. Confirm ***original work*** as being the result of individual/collaborative skill and effort 12. Discuss and formally record copyright ownership/proportional ownership 13. Identify and confirm individual/collaborative copyright responsibilities 14. Identify potential infringements to copyright and activities that will not infringe copyright 15. Apply ***copyright notices*** on creative works in a correct manner 16. Prepare, date and store ***documentation*** to track copyright requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- numeracy skills sufficient to determine the duration of copyright arrangements
- literacy skills sufficient to read copyright information and to complete copyright documentation
- learning skills sufficient to maintain knowledge of copyright issues
- teamwork skills sufficient to work with collaborators when discussing copyright ownership
- problem solving skills sufficient to recognise problems that arise from copyright ownership discussions and to seek expert advice on solving them
- technology skills sufficient to use documentation systems for tracking copyright requirements and for accessing/downloading copyright material

Required knowledge

- basic understanding of copyright principles/legislation relevant to implementing copyright arrangements
- recognised procedures to determine copyright ownership
- function of the Australian Copyright Council as it relates to own work context

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to source information and seek appropriate assistance as required to organise copyright arrangements, and ability to apply this information to day-to-day work activities • knowledge of copyright principles/legislation.
Context of and specific resources for assessment	Assessment must ensure: • access to a range of relevant and current industry information materials, such as the Copyright Act 1968, Copyright Amendment (Digital Agenda) Act 2000 and Australian Copyright Council information sheets • access to an environment where copyright information can be applied and copyright ownership discussed • access to appropriate personnel to check copyright legislation • access to appropriate technology to source copyright information and prepare copyright documentation • access to appropriate learning and assessment support when required • use of culturally appropriate processes and techniques appropriate to the language and literacy capacity of learners and the work being performed.
Method of assessment	The following assessment methods are appropriate for this unit: • direct observation of the candidate obtaining permission to use copyright material • case studies to assess ability to identify sources of information on copyright • written and verbal questioning or interview to test knowledge of the sources of information and the role

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	of copyright collection societies • problem solving activities to assess ability to recognise problems that arise from copyright ownership discussions • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • CUFIND201A Develop and apply creative arts industry knowledge • CUFIND301A Work effectively in the screen and media industries.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Sources of information may include:	• Australian Copyright Council • copyright collection societies • copyright legislation • industry associations • industry information sheets and journals • internet • libraries • union publications (newsletters, magazines, bulletins and letters).
Copyright collection societies may include:	• Australasian Mechanical Copyright Owners Society Ltd (AMCOS) • Australasian Performing Right Association (APRA) • Christian Copyright Licensing International • Copyright Agency Ltd (CAL)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• International copyright collection societies • Mediacom/LicenSing • Phonographic Performance Company of Australia (PPCA) • Screenrights • VISCOPY • Word of Life International.
Appropriate person may include:	• agents/artists' managers/industry managers • Australian Copyright Council representatives • copyright collection society representatives • employee association/union representatives • industry/industry association representatives • legal representatives • licensers/publishers.
Exclusive rights may include:	• communicating the work to the public • importing the work into Australia • licensing and assigning the work • making an adaptation of the work • making the work public for the first time • performing/showing/transmitting the work in public • reproducing the work.
Fair use of copyright material may include:	• new exceptions for consumers and new flexible dealing exception • professional advice by a lawyer, patent attorney or trade mark attorney • reporting news • research, study, criticism or review.
Moral rights may include the right of the creator:	• not to have their work falsely attributed • not to have their work treated in a derogatory way • to be attributed (or credited) for their work.
Performer's rights may include:	• the moral rights in performances • the ownership of copyright in sound recordings • the rights to control recording and communication of their performances.
Original work may include:	• artistic works, e.g. paintings, drawings, cartoons, sculpture, craft work, architectural plans, buildings, photographs, photographic imagery, maps, plans, special effects make-up

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• broadcasts, e.g. television, radio • cinematograph films, e.g. film, video, DVD • compilations, e.g. anthologies, directories, databases • computer programs • dramatic works, e.g. choreography, screenplays, plays, mime pieces, performances • musical works/performances • published editions • sound recordings • textual material, e.g. journal articles, novels, screenplays, poems, song lyrics, reports.
Copyright notices may include:	• for sound recordings, the letter P (for phonogram) in a circle or in brackets is used • the symbol Â©, followed by the name of the copyright owner and the year of first publication.
Documentation may include dated copies of:	• artwork • digital media products • footage • letters or other communications with people who have access to the original work • manuscripts • music (presented in any media or format) • negatives/photographs/photographic imagery • recordings • scores (music/film).

Unit Sector(s)

Unit sector	

Competency field

Competency field	Regulation, licensing and risk - Compliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFCMP501A Manage and exploit copyright arrangements

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage and exploit individual or collaborative copyright arrangements. This unit is related to CUFCMP301A Implement copyright arrangements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit addresses the management and exploitation of copyright arrangements, including assigning and licensing rights and ensuring copyright is protected locally and internationally. It has application to people involved in exploiting original works, including literary works, computer programs, compilations, artistic works, dramatic works, musical works, cinematograph films, sound recordings, broadcasts, photographs, photographic imagery and published works. This unit is appropriate for artists, artists' managers, agents, industry managers, legal representatives, music licensers and music publishers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Identify exploitation opportunities for original works	1. Confirm ***original work*** is protected against unauthorised use 2. Research potential for commercial exploitation of original work under copyright, intellectual property and licensing legislation 3. Seek advice, as required, to ensure that ***copyright issues*** are fully addressed in terms of copyright owners ***exclusive rights*** and the rights of others
Protect original works	4. Confirm original work is protected at local and international levels against illegal or unauthorised

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
locally and internationally	reproduction (in part or full) 5. Confirm original work is protected at local and international levels against adaptations 6. Confirm original work is protected at local and international levels against unauthorised communications 7. Research and/or obtain reliable legal advice to ensure artists'/copyright owners' rights are protected
Assign copyright of original works	8. Undertake appropriate planning in preparation to negotiate deals for original work 9. Ensure implications of assigning copyright are understood by ***relevant parties*** 10. Assign copyright to new owner according to legislative requirements 11. Confirm and agree with relevant parties the degree to which artists/publishers may control use and exploitation of original work under assignment of copyright 12. Accurately record terms of assignment of copyright into a formal contract that is signed by relevant parties
License rights to original works	13. Confirm and agree to territories in which licensing rights may be exercised with relevant parties 14. Confirm and agree to the timeframe of the ***licence*** with relevant parties 15. Confirm and agree to the terms of exploitation of the original work/licence with relevant parties 16. Confirm and agree on the ***creative control*** of the original work with relevant parties 17. Negotiate ***fees*** relevant to the context of the deal with relevant parties 18. Confirm and agree on the responsibility for enforcing copyright against infringement 19. Accurately record and store terms relating to the licensing deal into a formal contract that is signed by relevant parties
Maintain copyright documentation	20. Store copyright ***documentation*** in a secure and accessible form (for retrieval where required) 21. Identify and confirm responsibility to comply with conditions of copyright agreement

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- numeracy skills sufficient to negotiate fees and to determine the term of a copyright licence
- literacy skills sufficient to interpret relevant legislation and to complete copyright documentation
- communication skills sufficient to:
  - negotiate deals and achieve agreed outcomes
  - interpret the needs and rights of relevant parties
  - explain the difference between assignment and licensing of copyright
  - explain the difference between performing/mechanical/synchronisation rights and communicating to the public rights
- teamwork skills sufficient to work with relevant parties when negotiating deals
- problem solving skills sufficient to solve problems arising from negotiating deals
- technology skills sufficient to use documentation systems for preparing formal contracts and recording/storing copyright agreements

Required knowledge

- copyright, intellectual property and licensing legislation relevant to managing and exploiting copyright arrangements
- industry organisations dealing with copyright, intellectual property and licensing
- recognised procedures to determine copyright ownership
- function of the Australian Copyright Council as it relates to own work context
- function of copyright collection societies as they relate to copyright exploitation
- copyright conventions in relation to intellectual property (using, producing and protecting), publishing and new technology.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to research and/or seek appropriate assistance to manage and exploit copyright • understanding of the difference between assignment and licensing of copyright • understanding of the role of organisations relevant to copyright legislation and business.
Context of and specific resources for assessment	Assessment must ensure: • access to copyright, intellectual property and licensing legislation, including the Copyright Act 1968 and Copyright Amendment (Digital Agenda) Act 2000 • access to an environment where original work can be commercially exploited under copyright • access to reliable legal advice where required • access to appropriate technology to prepare copyright documentation • access to appropriate learning and assessment support when required • use of culturally appropriate processes and techniques appropriate to the language and literacy capacity of learners and the work being performed.
Method of assessment	The following assessment methods are appropriate for this unit: • direct observation of the candidate managing and exploiting copyright arrangements • case studies to assess ability to research commercial exploitation opportunities • written and verbal questioning or interview to test knowledge of assigning and licensing of copyright • problem solving activities to assess ability to solve problems arising from negotiating deals • review of portfolios of evidence and third party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB401A Establish legal and risk management requirements of small business • FNSICGEN402A Participate in negotiations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Original works may include:	• artistic works, e.g. paintings, drawings, cartoons, sculpture, craft work, architectural plans, buildings, photographs, photographic imagery, maps, plans, special effects make-up • broadcasts, e.g. television, radio • cinematograph films, e.g. film, video, DVD • compilations, e.g. anthologies, directories, databases • computer programs • dramatic works, e.g. choreography, screenplays, plays, mime pieces, performances • musical works/performances • published editions • sound recordings/performances • textual material, e.g. journal articles, novels, screenplays, poems, song lyrics, reports.
Copyright issues may include:	• exploited reversion triggers • length of control period after expiration of term • non-exploited reversion triggers • ownership of materials • term of licence or assignment.
Exclusive rights may include:	• communicating the work to the public • importing the work into Australia • licensing and assigning the work • making an adaptation of the work • making the work public for the first time • performing/showing/transmitting the work in public • reproducing the work • synchronising the work • translating the work.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
Relevant parties may include:	• agents/artists' managers/industry managers • artists • employee associations/union representatives • industry/industry association representatives • legal representatives • licensers/publishers.
Licence may include:	• exclusive licence • implied licence • non-exclusive licence.
Creative control may include:	• right of approval of sub-licensing or assignments • selection of material • selection of producers • to what extent and how the work may be recast • ways in which the work is exploited.
Fees may include:	• advance recouped against royalty • outright fee or royalty, or a combination of both.
Documentation may include dated copies of:	• artwork • contracts • digital media products • footage • letters or other communications with people who have access to the original work • manuscripts • music, presented in any media or format • negatives/photographs/photographic imagery • recordings • scores (music/film).

Unit Sector(s)

Unit sector	

Competency field

Competency field	Regulation, licensing and risk - Compliance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFDIG303A Produce and prepare photo images

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare photo images for integration into an interactive media sequence or product. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This role may be assigned to a graphic artist or, in a larger project, to a photographer who works closely with a programmer or interactive media author to publish required images. The photography ranges from digital still composition to panoramas for the production of virtual worlds. Photo images can include landscapes, objects and portraits. Specialist skills associated with photography are covered in: • CUVPHI06A Plan and carry out image capture in response to a brief.

Licensing/Regulatory Information

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
Use scanner to capture photo images	1. Source and select appropriate photographic images according to requirements of photographic ***project*** brief 2. Discuss selection of images with ***relevant personnel*** 3. Assess ***scanner features*** to ensure that outcomes will meet the requirements of brief 4. Operate scanner according to manufacturer specifications 5. Select ***scanner settings*** to ensure image capture meets production requirements 6. Transfer and store photographic image files to a computer using standard naming conventions
Use digital camera to create photo images	7. Discuss photographic project brief with relevant personnel

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	8. Assess ***digital camera features*** to ensure that outcomes will meet the requirements of brief 9. Plan camera shots taking into account lighting, framing, composition and other ***photographic techniques*** 10. Load and operate digital camera according to manufacturer specifications 11. Consider digital camera focus, exposure and shutter speed to ensure image capture meets production requirements 12. Check photographic images for fitness of purpose to comply with brief 13. Transfer and store photographic image files to a computer using standard naming conventions
Edit photo images	14. Load ***digital imaging software*** and import photo image source files 15. ***Manipulate*** and save digital images using designated digital imaging software 16. Create photo images that incorporate ***visual design*** and ***communication principles*** using designated digital imaging software 17. Evaluate the outcome for visual impact, effectiveness and fitness for purpose 18. Confirm outcome with relevant personnel
Prepare photo image assets	19. Save files in appropriate ***output format*** to meet ***platform*** requirements 20. Assign ***metadata tags*** if required 21. Group files logically in a folder system using standard naming conventions 22. Store files in share drive or repository for production team access

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• communication skills sufficient to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• interpret and clarify written or verbal instructions • consult equipment operation manuals • ability to work as a member of a production team - both independently on assignment and under direction • technical skills sufficient to: • proficiently use a scanner to reproduce photo images to specification • proficiently use a digital camera to create well-composed photo images • proficiently use digital imaging software to manipulate and prepare photo images • manage files using standard naming conventions • self-management skills sufficient to: • work under pressure • meet deadlines • seek expert assistance when problems arise • problem-solving skills sufficient to anticipate and resolve minor equipment set-up problems
Required knowledge
• basic photographic techniques • basic principles of visual design and communication • appropriate file formats for various platforms • industry knowledge, including: • roles and responsibilities of project team members, e.g. designers, content creators, information architects, programmers and coders • basic understanding of the relationship between technical and creative aspects and requirements of interactive media projects • basic knowledge of the features of a range of delivery platforms • OHS regarding the use of scanners, cameras and computers, and handling and disposing of lithium batteries

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to use digital imaging software to prepare high quality photo images that satisfy the requirements of a range of briefs • efficient operation of a scanner and digital camera to capture images.

Context of and specific resources for assessment	Assessment must ensure:
	• access to a range of resources and equipment currently used by industry, including:
	  • flatbed scanner
	  • digital camera
	  • industry-standard graphics software
	• access to appropriate learning and assessment support when required
	• use of culturally appropriate processes and techniques appropriate to the language and literacy capacity of learners and the work being performed.

Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance • evaluation of photo images prepared by the candidate on a number of occasions • practical demonstration by the candidate of scanner and digital camera operation • written or oral questioning to test knowledge of file formats and OHS issues.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • CUFDIG304A Create visual design components.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Projects may include:	• e-commerce • educational product • game • information product • promotional product • training product • website.
Relevant personnel may include:	• client • designer • graphic artist • interactive media author • programmer, coder and technical support people • supervisor • web manager • other specialist creative and administrative staff.
Scanner features may include:	• bit depth • dynamic range • optical resolution • output format (e.g. RGB, greyscale or CMYK) • platen size • reflective or transmissive (film) • range of film holders.
Scanner settings may include:	• bit depth • colour or greyscale • colour/target/working space • crop • destination • dust and scratch handling (e.g. ICE, FARE) • grain management (e.g. GEM) • multi-sampling • orientation • output dimension and resolution or file size

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• preferences/options • restoration of colour (e.g. ROC) • scaling • sharpening • source image type • tones, contrast, colour cast, saturation.
Digital camera features may include:	• aperture • automatic, program or manual settings • batteries • colour, target, working space • compatibility with hardware and digital imaging software • exposure compensation • file format • flash, fill flash • lens focal lengths, such as wide angle, close-up and telephoto • menu functions • resolution - megapixels • shutter speed • size and type of memory card(s) • subject modes • white balance.
Photographic techniques may include:	• composition • depth of field • dynamic range • field of view • framing • lighting.

Digital imaging software may include:	• a wide range of programs, e.g.:
	  • Adobe Photoshop
	  • Adobe Photoshop Elements
	  • Adobe Photoshop Lightroom
	  • Apple Aperture
	  • Corel Paint Shop Pro
	  • Corel PhotoPaint
	  • GNU Image Manipulation Program (GIMP and GIMPshop).

Manipulating digital images may	• appending text/type for files and captions

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
include:	• brushing • creating artistic effects • cropping • editing • eliminating red eye • emulating photographic effects • image enhancement including tones, contrast, colour cast/tint, saturation • masking layers • retouching (i.e. cloning, rubber stamping, healing, patching) • sharpening • stitching (panoramic scenes) • using layers for composites • using pre-sets.
Visual design principles may include:	• balance • emphasis • movement • perspective • proportion • scale • unity.
Communication principles may include:	• communicates message • conveys meaning • meets audience requirements • uses functional components.
Output formats may include:	• GIF • JPEG • PDF • PICT • PNG • PSD • TIFF.
Platforms may include:	• CD • DVD • games console • internet • kiosk • mobile phone • other video playback devices

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• personal digital assistant (PDA) • video player (iPods).
Metadata tags may include:	• author • copyright notice • date of capture/date created • description • EXIF and IPTC standards • file size • format • headline/caption • keywords/subject • location/GPS coordinates • resolution • rights usage terms • roll/identifier # • subject • time • title • version.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Visual communication - digital content and imaging

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFIMA01A Produce and manipulate digital images

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to produce and manipulate digital images for a multimedia production within the cultural industries.

This unit describes the skills and knowledge required to produce and manipulate digital images for a multimedia production within the cultural industries

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess digital camera qualities	1.1 Assess camera software compatibility with hardware systems and select appropriate software for the production

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	1.2 Match pixel resolution of the camera to the required quality and resolution of outcome
	1.3 Check the RAM capacity of the camera to see that it is appropriate to the number of images required to be captured
	1.4 Assess shutter speed, focal lengths and camera feature modes as suitable to the quality of and use of photographic image required
	1.5 Handle and store lithium batteries in accordance with occupational health and safety requirements
2 Photograph and upload a digital image	2.1 Consider focus and exposure in operation of the digital camera to ensure capture of image meets production requirements
	2.2 Ensure correct use of digital image software including entering and exiting the selected software
	2.3 Save and retrieve digital photographs using designated file formats
	2.4 Load and operate the digital camera in accordance with manufacturer's specifications and appropriate to the quality of image to be photographed
	2.5 Upload the IBM-PC or Macintosh card interface/disk onto the relevant computer and save the image on hard disk
	2.6 Create and store photographic image files of the computer in accordance with software procedures
	2.7 Enhance, crop and alter photographic images electronically to deliver the required image
	2.8 Check photographic images for fitness of purpose to comply with specifications
	2.9 Assess photographic images for the relevant delivery mode (print, CD-ROM, visual appeal and effectiveness) and deliver appropriately
3 Incorporate digital photography into a multimedia sequence	3.1 Create graphics that incorporate the principles of design using the designate software
	3.2 Edit, enhance, amend and save digital images using

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

the designated software

3.3 Combine digital images into a designated multimedia sequence

3.4 Integrate digital images into a designated multimedia sequence

3.5 Evaluate the outcome for visual impact, effectiveness and fitness for purpose

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of essential knowledge of, and skills in:

basic principles of photography and visual design

knowledge of selected digital image software

ability to interpret a brief

knowledge of the limiting factors of computer hardware

knowledge of computers and computer operating systems

interpreting simple scripts (texts), specifications and instructions

interpreting and communicating production specifications

Linkages to other units

This unit has linkages to the following units and combined training delivery and/or assessment is recommended:

CUFMEM07A - Apply principles of visual design/communication to the development of a multimedia project

CUFMEM10A - Design and create a multimedia interface

Critical aspects of evidence

This unit of competence applies to a range of industry sectors. The focus of assessment will depend on the industry sector. Assessment must be customised to meet the needs of the particular sector in which performance is being assessed. Assessment should only address those variable circumstances, listed in the range of variables statements, which apply to the chosen context.

The following evidence is critical to the judgement of competence in this unit:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ability to assess the capacity to upload and process digital image s using industry hardware and software, to deliver a designated quality of image outcome

Method and context of assessment

Assessment may take place on the job, off the job or a combination of both of theses.

Off the job assessment must be undertaken in a closely simulated workplace environment.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

practical demonstration (direct observation may need to occur on more than one occasion to establish consistency of performance)

role play

work samples or simulated workplace activities

oral questioning/interview aimed at the evaluating the process used in developing and realising the creative concept

projects/reports/logbooks

third party reports and authenticated prior achievements

portfolios of evidence which demonstrate the processes used in developing and realising the creative concept

Resource requirements

Assessment requires access to a range of resources and equipment currently used by the multimedia industry.

Underpinning skills and knowledge

Assessment must include evidence of essential knowledge of, and skills in:

basic principles of photography and visual design

knowledge of selected digital image software

ability to interpret a brief

knowledge of the limiting factors of computer hardware

knowledge of computers and computer operating systems

interpreting simple scripts (texts), specifications and instructions

interpreting and communicating production specifications

Linkages to other units

This unit has linkages to the following units and combined training delivery and/or assessment is recommended:

CUFMEM07A - Apply principles of visual design/communication to the development of a multimedia project

CUFMEM10A - Design and create a multimedia interface

Critical aspects of evidence

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

This unit of competence applies to a range of industry sectors. The focus of assessment will depend on the industry sector. Assessment must be customised to meet the needs of the particular sector in which performance is being assessed. Assessment should only address those variable circumstances, listed in the range of variables statements, which apply to the chosen context.

The following evidence is critical to the judgement of competence in this unit:

ability to assess the capacity to upload and process digital image s using industry hardware and software, to deliver a designated quality of image outcome

Method and context of assessment

Assessment may take place on the job, off the job or a combination of both of theses.

Off the job assessment must be undertaken in a closely simulated workplace environment.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

practical demonstration (direct observation may need to occur on more than one occasion to establish consistency of performance)

role play

work samples or simulated workplace activities

oral questioning/interview aimed at the evaluating the process used in developing and realising the creative concept

projects/reports/logbooks

third party reports and authenticated prior achievements

portfolios of evidence which demonstrate the processes used in developing and realising the creative concept

Resource requirements

Assessment requires access to a range of resources and equipment currently used by the multimedia industry.

Range Statement

Multimedia productions may include or be included in:

aspects or sections of film/video production:

feature

documentary

short film and/or video

animations

commercials

live or pre-recorder performances

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

music video

television production of any type (eg music, drama, comedy, variety, sport)

live or pre-recorded television production

educational product

game

promotional product

Information product

training product

e-commerce

a range of others

Equipment used:

appropriate hardware

software and communication packages

LANs

organisation's backup systems

Multimedia components:

2D Graphics

3D Graphics

videos

sound

text animation

scanned images

Industry standard software may include:

a wide range of programs, some current examples of which may be:

Photoshop

Pagemill

Frontpage

Dreamweaver

Flash

Director

Hyper Studio

NOTE: These programs are constantly being upgraded and replaced, and appropriate up-to-date programs should be selected.

Camera feature modes may include:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

flash
scrollage
icon menu
close-up
wide angle and telephoto capacity

Multimedia productions may include or be included in:

aspects or sections of film/video production:
feature
documentary
short film and/or video
animations
commercials
live or pre-recorder performances

music video
television production of any type (eg music, drama, comedy, variety, sport)
live or pre-recorded television production
educational product
game
promotional product
Information product
training product
e-commerce
a range of others

Equipment used:

appropriate hardware
software and communication packages
LANs
organisation's backup systems

Multimedia components:

2D Graphics
3D Graphics
videos
sound

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

text animation

scanned images

Industry standard software may include:

a wide range of programs, some current examples of which may be:

Photoshop

Pagemill

Frontpage

Dreamweaver

Flash

Director

Hyper Studio

NOTE: These programs are constantly being upgraded and replaced, and appropriate up-to-date programs should be selected.

Camera feature modes may include:

flash

scrollage

icon menu

close-up

wide angle and telephoto capacity

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUFPOP03B Compile a production schedule

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to plan and compile a production schedule that identifies all required resources and timelines for the completion of all stages and components of a production/event within the cultural industries. This is a significant aspect of planning for pre-production events, actual production/event/performance activities and any post production work. Senior production personnel such as the production or event manager would generally undertake this activity.

This unit describes the skills and knowledge required to plan and compile a production schedule that identifies all required resources and timelines for the completion of all stages and components of a production/event within the cultural industries. This is a significant aspect of planning for pre-production events, actual production/event/performance activities and any post production work. Senior production personnel such as the production or event manager would generally undertake this activity

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Analyse and confirm resource schedule	1.1 Analyse and correctly interpret the resource schedule to confirm the resources required for each stage in the production process.
	1.2 Consult with all departments involved in the production to clarify and confirm their requirements.
	1.3 Confirm accuracy and feasibility of resource schedule against overall production requirements.
	1.4 Conduct discussions with colleagues in a manner which promotes positive working relationships.
	1.5 Identify non-resource issues that may impact on the production schedule and collate and compile relevant information.
2 Compile the production schedule	2.1 Create an appropriate production timeline, ensuring the schedule identifies clearly and accurately the major responsibilities, stages, tasks and target dates required to deliver the production within budget and to deadline.
	2.2 Ensure the schedule clearly and realistically allocates the resources required.
	2.3 Identify and accommodate factors affecting the timing and sequence of tasks within the schedule.
	2.4 Allocate time to each stage of the production that is realistic and sufficient to enable the objectives to be met.
	2.5 Ensure the time allocated enables the efficient use of resources.
	2.6 Identify potential factors which may cause delays to production and develop contingency plans to accommodate potential delays.
3 Agree to and distribute the production schedule	3.1 Ensure the schedule is accurate, comprehensive and presented clearly.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

3.2 Distribute schedule promptly to all relevant personnel.

3.3 Allow adequate opportunities for relevant personnel to ask questions and seek clarification.

3.4 Resolve difficulties and/or ambiguities in the understanding or implementation of the schedule as required.

3.5 Communicate any changes to the schedule promptly to all relevant personnel.

3.6 Develop and maintain an appropriate and clear recording system for all information relating to the production schedule which will facilitate access by others.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

formats and features of resource schedules and other production documentation

in depth understanding of all artistic and technical elements of the production/event such as staging, lighting, and sound elements, sufficient to be able to schedule all aspects

commonly used techniques for creating a production schedule, including underpinning scheduling principles and software options

ability to prepare relevant documentation and production information, including different ways of presenting schedules

effective communication, negotiation and problem solving techniques particularly in relation to production scheduling and the issues which arise

relevant Occupational Health and Safety legislation and regulation as it applies to all scheduling of production elements and personnel

provisions of relevant industrial awards as they apply to the scheduling of production personnel.

Linkages to other units

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

This unit has linkages to the range of production planning and operations units found in the Entertainment and Film, TV Radio and Multimedia Training Packages. Combined training delivery and/or assessment is recommended. Particular linkages may include:

CUFPOP02B - Determine resource requirements for total production

CUFPOP05B - Book and coordinate production resources

CUEPMT11A - Manage the production process

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

effective use of scheduling tools and techniques to create an accurate and practical production schedule that takes account of all relevant issues

effective communication, negotiation and problem solving skills.

Method and context of assessment

The assessment context must provide for:

development of more than one production schedule (for an actual production) to ensure that skills can be adapted to different circumstances

development of a production schedule within commercially-realistic time constraints

involvement of and interaction with others to reflect the collaborative nature of the scheduling process.

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

review of production schedules prepared by the candidate

project activity to allow the candidate to create production schedules for a range of different productions

evaluation of the operation/preparation of a production where the candidate is responsible for production scheduling

written or oral questioning to test knowledge of the production elements, industrial awards and Occupational Health and Safety requirements

review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a script or other source material

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

relevant industrial awards and Occupational Health and Safety regulations.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (3)

Analysing the resource schedule.

Communicating ideas and information (3)

Presenting the schedule to production personnel.

Planning and organising activities (3)

Compiling the total production schedule.

Working with others and in teams (3)

Consulting on resource requirements.

Using mathematical ideas and techniques (2)

Estimating times and resource allocations.

Solving problems (2)

Planning for an extremely tight schedule.

Using technology (1)

Using planning software.

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

formats and features of resource schedules and other production documentation

in depth understanding of all artistic and technical elements of the production/event such as staging, lighting, and sound elements, sufficient to be able to schedule all aspects

commonly used techniques for creating a production schedule, including underpinning scheduling principles and software options

ability to prepare relevant documentation and production information, including different ways of presenting schedules

effective communication, negotiation and problem solving techniques particularly in relation to production scheduling and the issues which arise

relevant Occupational Health and Safety legislation and regulation as it applies to all scheduling of production elements and personnel

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

provisions of relevant industrial awards as they apply to the scheduling of production personnel.

Linkages to other units

This unit has linkages to the range of production planning and operations units found in the Entertainment and Film, TV Radio and Multimedia Training Packages. Combined training delivery and/or assessment is recommended. Particular linkages may include:

CUFPOP02B - Determine resource requirements for total production

CUFPOP05B - Book and coordinate production resources

CUEPMT11A - Manage the production process

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

effective use of scheduling tools and techniques to create an accurate and practical production schedule that takes account of all relevant issues

effective communication, negotiation and problem solving skills.

Method and context of assessment

The assessment context must provide for:

development of more than one production schedule (for an actual production) to ensure that skills can be adapted to different circumstances

development of a production schedule within commercially-realistic time constraints

involvement of and interaction with others to reflect the collaborative nature of the scheduling process.

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

review of production schedules prepared by the candidate

project activity to allow the candidate to create production schedules for a range of different productions

evaluation of the operation/preparation of a production where the candidate is responsible for production scheduling

written or oral questioning to test knowledge of the production elements, industrial awards and Occupational Health and Safety requirements

review of portfolios of evidence and third party workplace reports of on-the job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Resource requirements

Assessment of this unit requires access to:

a script or other source material

relevant industrial awards and Occupational Health and Safety regulations.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (3)

Analysing the resource schedule.

Communicating ideas and information (3)

Presenting the schedule to production personnel.

Planning and organising activities (3)

Compiling the total production schedule.

Working with others and in teams (3)

Consulting on resource requirements.

Using mathematical ideas and techniques (2)

Estimating times and resource allocations.

Solving problems (2)

Planning for an extremely tight schedule.

Using technology (1)

Using planning software.

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Resources may include:

human resources personnel, e.g. crew, cast performers

equipment

materials

facilities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Stages in the production process may include:

pre-production

production

post-production

performance/event delivery.

Factors affecting schedule may include:

continuity

logistics

contract agreement and compliance

legal requirements

religious and cultural holidays

climate and weather

daylight hours

availability of performers and contributors

availability of technical crew

access to venue/location

access to rehearsal facilities.

Factors which may cause delay may include:

weather

illness

equipment failure

industrial action

community/local action against factors within production.

Relevant colleagues may include:

performers/presenters

technicians, e.g. sound, lighting, audiovisual, staging, special effects

directors

designers

choreographers

stage management

venue management

producers

Art Department personnel

safety personnel.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Resources may include:

human resources personnel, e.g. crew, cast performers

equipment

materials

facilities.

Stages in the production process may include:

pre-production

production

post-production

performance/event delivery.

Factors affecting schedule may include:

continuity

logistics

contract agreement and compliance

legal requirements

religious and cultural holidays

climate and weather

daylight hours

availability of performers and contributors

availability of technical crew

access to venue/location

access to rehearsal facilities.

Factors which may cause delay may include:

weather

illness

equipment failure

industrial action

community/local action against factors within production.

Relevant colleagues may include:

performers/presenters

technicians, e.g. sound, lighting, audiovisual, staging, special effects

directors

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

designers
choreographers
stage management
venue management
producers
Art Department personnel
safety personnel.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CULLB510B Develop and maintain community/stakeholder relationships

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to develop and maintain community/stakeholder relationships. As such, the unit focuses on the need for regular and ongoing consultation to maintain the quality of service provision.

This unit is relevant to people working in many industries and has been written for broad application.

This unit describes the skills and knowledge required to develop and maintain community/stakeholder relationships. As such, the unit focuses on the need for regular and ongoing consultation to maintain the quality of service provision.

This unit is relevant to people working in many industries and has been written for broad application.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan approach to stakeholder consultation	1.1 Review and assess current and potential stakeholders to determine needs, interests, priorities and relevant trends
	1.2 Identify key stakeholders, their representatives and means to establish and maintain links
	1.3 Make provision for current relevant information on stakeholders to be gathered and maintained
	1.4 Ensure plans to establish and maintain stakeholder links reflect awareness of relevant internal and external factors
	1.5 Take account of cultural considerations in planning stakeholder consultations
2 Establish and maintain stakeholder relationships	2.1 Use a range of formal and informal strategies to facilitate links between stakeholder(s) and the organisation
	2.2 Identify and assess strategies for formal links between the organisation and key stakeholder(s), and implement selected mechanisms
	2.3 Monitor and evaluate mechanisms and take appropriate action to continuously improve them
	2.4 Determine the purpose and parameters of specific consultations and inform participants clearly
	2.5 Ensure information from stakeholder consultations is integrated into organisational planning and made available to relevant colleagues in a timely way
	2.6 Ensure communication with stakeholder(s) takes into account the nature of the group(s) and prior and potential relationships
3 Develop stakeholder networks	3.1 Identify, establish and use formal and informal networks as a communication channel
	3.2 Share expertise, information and resources with networks when appropriate to strengthen links

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4 Represent the organisation to the community	4.1 Communicate the organisation's role accurately and confidently in a way which the audience understands and which maintains stakeholder awareness
	4.2 Promote the organisation consistently to external bodies which affect its role, funding and operations
	4.3 Identify and use opportunities for promotion constructively

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

ability to develop appropriate relationships and networks to meet the needs of a specific workplace context

well-developed communication skills to facilitate effective consultation with a broad range of stakeholders

Context of assessment and consistency of performance

The assessment context must provide for:

practical demonstration of skills through the development of relationships and networks to address specific workplace needs

involvement of and interaction with others to reflect the consultation and communication aspects of this unit

project or work activities conducted over a period of time to reflect the ongoing monitoring and implementation aspects of this unit

Relationships to other units

This unit has linkages to a range of other general management and technical units, and combined assessment and/or training with those units may be appropriate, for example:

CULLB508B - Monitor and enhance information access

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

BSBFLM507B - Manage quality customer service

BSBFLM509B - Promote continuous improvement

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

evaluation of consultation programs developed and implemented by the candidate

review of consultation documentation prepared by the candidate

case studies to assess ability to develop links and networks for different workplace contexts

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of essential knowledge of, and skills in, the following areas:

role and nature of promotion, advocacy and networks in the relevant work context

nature and range of stakeholder groups, including special needs and potential cultural considerations

features, costs and benefits of different consultation mechanisms

networking techniques and strategies

planning and organisational techniques for community consultations

legal issues which might impact on community consultation, including relevant health and safety requirements

literacy skills sufficient to interpret and develop complex documents

communication skills sufficient to conduct formal and informal consultations

Specific resource requirements

Assessment of this unit requires access to:

strategic plans and relevant policies and procedures manuals

resources to implement consultation processes

Generic employability skills

The seven key competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the key competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**2**)

Writing a report on consultation outcomes

How can information be collected, **analysed and organised**? - (**2**)

Evaluating results of community consultations

How are activities planned and organised? - (**2**)

Organising a community consultation session

How can team work be applied? - (**2**)

Working with colleagues to develop community links

How can the use of mathematical ideas and techniques be applied? - (**2**)

Estimating costs of consultations

How can problem solving skills be applied? - (**2**)

Developing an approach to meet conflicting community needs

How can the use of technology be applied? - (**1**)

Using electronic communication with stakeholders

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

ability to develop appropriate relationships and networks to meet the needs of a specific workplace context

well-developed communication skills to facilitate effective consultation with a broad range of stakeholders

Context of assessment and consistency of performance

The assessment context must provide for:

practical demonstration of skills through the development of relationships and networks to address specific workplace needs

involvement of and interaction with others to reflect the consultation and communication aspects of this unit

project or work activities conducted over a period of time to reflect the ongoing monitoring and implementation aspects of this unit

Relationships to other units

This unit has linkages to a range of other general management and technical units, and combined assessment and/or training with those units may be appropriate, for example:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CULLB508B - Monitor and enhance information access

BSBFLM507B - Manage quality customer service

BSBFLM509B - Promote continuous improvement

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

evaluation of consultation programs developed and implemented by the candidate

review of consultation documentation prepared by the candidate

case studies to assess ability to develop links and networks for different workplace contexts

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of essential knowledge of, and skills in, the following areas:

role and nature of promotion, advocacy and networks in the relevant work context

nature and range of stakeholder groups, including special needs and potential cultural considerations

features, costs and benefits of different consultation mechanisms

networking techniques and strategies

planning and organisational techniques for community consultations

legal issues which might impact on community consultation, including relevant health and safety requirements

literacy skills sufficient to interpret and develop complex documents

communication skills sufficient to conduct formal and informal consultations

Specific resource requirements

Assessment of this unit requires access to:

strategic plans and relevant policies and procedures manuals

resources to implement consultation processes

Generic employability skills

The seven key competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the key competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**2**)

Writing a report on consultation outcomes

How can information be collected, **analysed and organised**? - (**2**)

Evaluating results of community consultations

How are activities planned and organised? - (**2**)

Organising a community consultation session

How can team work be applied? - (**2**)

Working with colleagues to develop community links

How can the use of mathematical ideas and techniques be applied? - (**2**)

Estimating costs of consultations

How can problem solving skills be applied? - (**2**)

Developing an approach to meet conflicting community needs

How can the use of technology be applied? - (**1**)

Using electronic communication with stakeholders

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Current and potential stakeholders may include:

other organisations

particular cultural or ethnic groups

academics, teachers and students or their representative bodies

stakeholders with special needs

stakeholders in remote areas

small or large businesses

staff in the broader organisation

affiliated and special interest groups, e.g. clubs, societies, friends' organisations, or other community and/or cultural organisations

the general community

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Internal and external factors that affect planning may relate to:

current organisational objectives

resource constraints

political and social issues in the community

market trends

technological developments

Relationships may be ongoing or used for a specific purpose and may include:

obtaining regular stakeholder feedback

surveying stakeholder views on particular issues and services to assist development of new services or facilities

requests for financial support

market research

inclusion in public activities

exhibitions and outreach programs

involvement in the development of appropriate exhibitions, public programs and special events

Consultations may include:

formal consultative bodies

informal communication and feedback

regular liaison activities

newsletters or other regular or specific information provision

surveys

external committees, working parties or taskforces

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Current and potential stakeholders may include:

other organisations

particular cultural or ethnic groups

academics, teachers and students or their representative bodies

stakeholders with special needs

stakeholders in remote areas

small or large businesses

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

staff in the broader organisation

affiliated and special interest groups, e.g. clubs, societies, friends' organisations, or other community and/or cultural organisations

the general community

Internal and external factors that affect planning may relate to:

current organisational objectives

resource constraints

political and social issues in the community

market trends

technological developments

Relationships may be ongoing or used for a specific purpose and may include:

obtaining regular stakeholder feedback

surveying stakeholder views on particular issues and services to assist development of new services or facilities

requests for financial support

market research

inclusion in public activities

exhibitions and outreach programs

involvement in the development of appropriate exhibitions, public programs and special events

Consultations may include:

formal consultative bodies

informal communication and feedback

regular liaison activities

newsletters or other regular or specific information provision

surveys

external committees, working parties or taskforces

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CULMS008A Conceive, develop and realise exhibition designs

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to undertake the complete exhibition design process, from initial conception of ideas to the final realisation of the design. As such the unit brings together the wide range of creative, technical and business skills required by an exhibition designer. The unit therefore has strong links to a wide range of other units, and assessment with or after those units is strongly recommended. This unit is focused on physical exhibition design.

This unit describes the skills and knowledge required to undertake the complete exhibition design process, from initial conception of ideas to the final realisation of the design. As such the unit brings together the wide range of creative, technical and business skills required by an exhibition designer. The unit therefore has strong links to a wide range of other units, and assessment with or after those units is strongly recommended. This unit is focused on physical exhibition design

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret the brief	1.1 Analyse the brief to determine overall exhibition concepts
	1.2 Participate in preliminary concept meetings with relevant personnel to discuss exhibition requirements
	1.3 Identify all relevant factors which may determine and affect the design
	1.4 Discuss and agree upon the role of the designer in the overall exhibition development
2 Conduct and evaluate research	2.1 Assess the material to be exhibited in relation to the development of the design
	2.2 Identify and source references which may inform the design process
	2.3 Critically analyse sources and references in the context of the current design project
	2.4 Consider the impacts and potential of new and emerging technologies to inform the design
	2.5 Collect, collate and adapt materials to develop initial design concepts
3 Generate and assess ideas	3.1 Generate a range of ideas for the design which respond sympathetically to the brief and provide creative solutions to technical issues
	3.2 Discuss ideas and collaborate with relevant personnel to ensure contribution of ideas to the initial concept
	3.3 Continuously reflect on and appraise ideas for implications on cost and time, technical feasibility, and suitability to meet the brief
4 Develop and document the design	4.1 Hold ongoing discussions with relevant personnel so that additional or changed requirements and new ideas are considered and incorporated during the development of the design

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		4.2 Ensure that agreement is reached with relevant personnel in relation to consistent artistic interpretation
		4.3 Evaluate initial concepts and select the most appropriate approach, giving consideration to budget, research findings and ongoing reflection/discussion
		4.4 Develop the exhibition designs from the initial concepts ensuring: , consistency with the exhibition concept , that collection needs are taken into account , that research findings are incorporated , that ideas are technically feasible and demonstrate awareness of parameters and resource constraints , that ideas demonstrate effective use of materials , integration of universal access principles
		4.5 Organise or undertake testing and experimentation with selected exhibition design
		4.6 Develop an accurate record of the design, including all relevant information
5	Communicate design ideas and make amendments	5.1 Present draft exhibition plans and specifications to relevant colleagues in an appropriate format
		5.2 Participate in the initial and ongoing evaluation of the presented designs
		5.3 Negotiate and agree to modifications to the design and undertake any necessary amendments
		5.4 Agree to the final designs and produce accurate and comprehensive documentation to support implementation
		5.5 Present final designs, plans and specifications to all relevant personnel and confirm that all production requirements have been met
6	Liaise with others to implement exhibition construction	6.1 Liaise with relevant personnel to ensure that all exhibition production requirements are met, quality standards are adhered to and work is undertaken within item, budget and technical constraints
		6.2 Participate in ongoing production meetings and evaluation of the exhibition design

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

6.3 Ensure that any design modifications are agreed, noted and acted upon

6.4 Inform relevant personnel of design changes

6.5 Update any required documentation and record and file according to organisational requirements

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

the development and realisation of creative exhibition design concepts which assist in the realisation of the overall exhibition concept and which address operational requirements and constraints

effective communication, negotiation and project management skills to facilitate the design process

research skills, including creative interpretation and adaptation of design concepts

Context of assessment and consistency of performance

The assessment context must ensure:

practical demonstration of skills through the development and implementation of a minimum of two exhibition designs

assessment over an extended period of time to reflect the nature of the design process and to assess the experimental and implementation aspects of this unit

involvement of and interaction with an exhibition team to reflect the collaborative nature of the design process

Relationships to other units

This unit brings together a range of technical, creative and organisational skills. It is therefore strongly recommended that this unit be assessed with or after the following units:

CUSGEN05B - Make presentations

CUEDES04A - Establish and refine a brief

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUEDES05A - Manage design realisation

CUEFIN01B - Develop a budget

CUEFIN02B - Manage a budget

CUVCOR09A - Select and apply drawing techniques and media to represent and communicate the concept

CUVDSP15A - Research and apply techniques for application to spatial design

This unit has very strong linkages to other general design and exhibition units and combined assessment and/or training with those units may also be appropriate.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

evaluation of an exhibition design for which the candidate has been responsible in terms of meeting concept and resource practicality

evaluation of reports produced by the candidate which demonstrate the processes used in developing and realising the creative concept

oral or written questioning aimed at evaluating the processes used in developing and realising the creative concept

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

role of exhibition design within the overall exhibition development process

the exhibition scheduling process and its interrelationship with the design process

role of the exhibition designer, how this may differ depending upon the exhibition, and relationships with other designers and personnel

relationship between different design elements

copyright, moral rights and intellectual property legislation in relation to exhibition design

cultural protocols to be observed in the design process, including those relevant to the exhibition of ATSI material

ethical standards and protocols for designers working in the museum industry including, principles of universal access

the formal principles and elements of design and their relevance to exhibition design

research skills in relation to exhibition design, including creative interpretation and adaptation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

sources and availability of materials and equipment used for exhibition design and construction

appropriate materials to use with different collection items and impact of those materials

costing and budgeting techniques for exhibition design

communication, negotiation, presentation and project management techniques as they apply to the design process

documentation formats used for exhibition design

current and emerging technologies available to the exhibition designer

construction methods/implementation issues associated with the realisation of exhibition designs

the behaviour of various materials, finishes, painting techniques and colours under lighting

overall use of artificial lighting in exhibitions

knowledge of the properties, applications and durability of different types of materials that can be used for exhibition construction

Specific resource requirements

Assessment of this unit requires access to:

exhibition venue

resources for both the development and realisation of designs (collection items, equipment, materials, financial and human resources)

Generic employability skills

The seven Key Competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the Key Competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**3**)

Presenting the design concept to colleagues

How can information be collected, **analysed and organised**? - (**3**)

Critically analysing references to inform design concepts

How are activities planned and organised? - (**3**)

Developing an implementation schedule for the realisation of the design

How can team work be applied? - (**3**)

Monitoring progress with design realisation

How can the use of mathematical ideas and techniques be applied? - (**2**)

Testing different cost models

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

How can problem solving skills be applied? - (**3**)

Negotiating a solution to conflicting exhibition needs

How can the use of technology be applied? - (**2**)

Using CAD to create designs

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

the development and realisation of creative exhibition design concepts which assist in the realisation of the overall exhibition concept and which address operational requirements and constraints

effective communication, negotiation and project management skills to facilitate the design process

research skills, including creative interpretation and adaptation of design concepts

Context of assessment and consistency of performance

The assessment context must ensure:

practical demonstration of skills through the development and implementation of a minimum of two exhibition designs

assessment over an extended period of time to reflect the nature of the design process and to assess the experimental and implementation aspects of this unit

involvement of and interaction with an exhibition team to reflect the collaborative nature of the design process

Relationships to other units

This unit brings together a range of technical, creative and organisational skills. It is therefore strongly recommended that this unit be assessed with or after the following units:

CUSGEN05B - Make presentations

CUEDES04A - Establish and refine a brief

CUEDES05A - Manage design realisation

CUEFIN01B - Develop a budget

CUEFIN02B - Manage a budget

CUVCOR09A - Select and apply drawing techniques and media to represent and communicate the concept

CUVDSP15A - Research and apply techniques for application to spatial design

This unit has very strong linkages to other general design and exhibition units and combined assessment and/or training with those units may also be appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

evaluation of an exhibition design for which the candidate has been responsible in terms of meeting concept and resource practicality

evaluation of reports produced by the candidate which demonstrate the processes used in developing and realising the creative concept

oral or written questioning aimed at evaluating the processes used in developing and realising the creative concept

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

role of exhibition design within the overall exhibition development process

the exhibition scheduling process and its interrelationship with the design process

role of the exhibition designer, how this may differ depending upon the exhibition, and relationships with other designers and personnel

relationship between different design elements

copyright, moral rights and intellectual property legislation in relation to exhibition design

cultural protocols to be observed in the design process, including those relevant to the exhibition of ATSI material

ethical standards and protocols for designers working in the museum industry including, principles of universal access

the formal principles and elements of design and their relevance to exhibition design

research skills in relation to exhibition design, including creative interpretation and adaptation

sources and availability of materials and equipment used for exhibition design and construction

appropriate materials to use with different collection items and impact of those materials

costing and budgeting techniques for exhibition design

communication, negotiation, presentation and project management techniques as they apply to the design process

documentation formats used for exhibition design

current and emerging technologies available to the exhibition designer

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

construction methods/implementation issues associated with the realisation of exhibition designs

the behaviour of various materials, finishes, painting techniques and colours under lighting

overall use of artificial lighting in exhibitions

knowledge of the properties, applications and durability of different types of materials that can be used for exhibition construction

Specific resource requirements

Assessment of this unit requires access to:

exhibition venue

resources for both the development and realisation of designs (collection items, equipment, materials, financial and human resources)

Generic employability skills

The seven Key Competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the Key Competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**3**)

Presenting the design concept to colleagues

How can information be collected, **analysed and organised**? - (**3**)

Critically analysing references to inform design concepts

How are activities planned and organised? - (**3**)

Developing an implementation schedule for the realisation of the design

How can team work be applied? - (**3**)

Monitoring progress with design realisation

How can the use of mathematical ideas and techniques be applied? - (**2**)

Testing different cost models

How can problem solving skills be applied? - (**3**)

Negotiating a solution to conflicting exhibition needs

How can the use of technology be applied? - (**2**)

Using CAD to create designs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Exhibition requirements may include any of the following:

- displays
- interactive elements
- furniture and furnishings
- props
- back drops
- special effects
- automated/animatronic devices
- scenic art
- murals
- dioramas
- multi-sensory elements
- full-scale environments
- supports for collection items
- hanging systems
- lighting rig

Appropriate personnel may include:

- other designers
- curator
- conservator
- education staff
- construction specialists
- preparators
- taxidermists
- modelmakers
- installation staff
- other specialists

Relevant factors which determine and affect the design may include:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

overall exhibition concept
exhibition duration (permanent/temporary)
resources (human, financial, physical)
space/venue specifications or restrictions
available technologies
timelines
regulations, e.g. fire restrictions
needs of others involved in the exhibition
access issues
stability of collection items
collection requirements (light levels, RH, pollutants)

The role of the designer may be impacted by:

scale of the exhibition
availability of other expertise
level of assistance available (in relation to implementation/construction)
budget

Sources or references to be used during the design process may include:

reference books/journals/texts
writings of the period
paintings and illustrations
photographs
film, video
the Internet
digital images
technical drawings
models
collages
sketches
objects
community/stakeholder consultation
culturally appropriate representation

Accurate records of design may include:

plans (computer or manually generated)
specifications

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

samples

mock-ups

Occupational and public health and safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. The Building Code of Australia

relevant local government construction legislation and regulation

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Exhibition requirements may include any of the following:

displays

interactive elements

furniture and furnishings

props

back drops

special effects

automated/animatronic devices

scenic art

murals

dioramas

multi-sensory elements

full-scale environments

supports for collection items

hanging systems

lighting rig

Appropriate personnel may include:

other designers

curator

conservator

education staff

construction specialists

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

preparators

taxidermists

modelmakers

installation staff

other specialists

Relevant factors which determine and affect the design may include:

overall exhibition concept

exhibition duration (permanent/temporary)

resources (human, financial, physical)

space/venue specifications or restrictions

available technologies

timelines

regulations, e.g. fire restrictions

needs of others involved in the exhibition

access issues

stability of collection items

collection requirements (light levels, RH, pollutants)

The role of the designer may be impacted by:

scale of the exhibition

availability of other expertise

level of assistance available (in relation to implementation/construction)

budget

Sources or references to be used during the design process may include:

reference books/journals/texts

writings of the period

paintings and illustrations

photographs

film, video

the Internet

digital images

technical drawings

models

collages

sketches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

objects

community/stakeholder consultation

culturally appropriate representation

Accurate records of design may include:

plans (computer or manually generated)

specifications

samples

mock-ups

Occupational and public health and safety legislative requirements may include:

Commonwealth, State and Territory Occupational Health and Safety regulations

relevant national and international standards, guidelines and codes of practice, e.g. The Building Code of Australia

relevant local government construction legislation and regulation

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CULMS012A Plan event touring

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to co-ordinate arrangements for a travelling event. The unit focuses only on the specific skills and knowledge required for touring, and would always be combined with other technical/industry-specific units in the workplace, eg collection management, exhibition development, event management.

This unit describes the skills and knowledge required to co-ordinate arrangements for a travelling event. The unit focuses only on the specific skills and knowledge required for touring, and would always be combined with other technical/industry-specific units in the workplace, eg collection management, exhibition development, event management

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Identify and assess touring requirements	1.1 Make plans for touring in accordance with agreed approach and resource allocations
	1.2 Integrate legal and occupational health and safety requirements into the planning process
	1.3 Create clear and appropriate action plans including allocation of resources and responsibilities
	1.4 Monitor touring arrangements in accordance with timelines, budget and quality requirements
	1.5 Create accurate documentation on touring requirements to allow for easy interpretation by others
2 Plan and organise touring arrangements	2.1 Make plans for touring in accordance with agreed approach and resource allocations
	2.2 Integrate legal and occupational health and safety requirements into the planning process
	2.3 Create clear and appropriate action plans including allocation of resources and responsibilities
	2.4 Monitor touring arrangements in accordance with timelines, budget and quality requirements
	2.5 Create accurate documentation on touring requirements to allow for easy interpretation by others
3 Liaise with others on touring requirements	3.1 Prepare and distribute documentation relating to tour requirements to appropriate stakeholders, including touring venue personnel as required
	3.2 Make and confirm agreements on touring arrangements in the appropriate format within scope of individual responsibility
	3.3 Provide accurate and current advice on touring arrangements to relevant stakeholders
4 Evaluate touring arrangements	4.1 Identify and agree appropriate evaluation mechanism for touring arrangements
	4.2 Evaluate effectiveness of touring arrangement in accordance with agreed mechanisms

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4.3 Incorporate results of evaluation into future planning and work practice

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

• effective use of planning and organisational skills in an event touring context

. knowledge of the particular issues, requirements and documentation that impact on a touring event in a particular work context

Context of assessment and consistency of performance

The assessment context must provide for:

• practical demonstration of skills through the planning of touring arrangements for an event

Relationships to other units

This unit has strong linkages to other specialist units across a range of areas, and combined assessment and/or training with those units is highly recommended, eg:

• Collection Management units

• Event Management units

• Exhibition Development and Management Units

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

• evaluation of a report prepared by the candidate on the planning process

• evaluation of touring arrangements, documentation and agreements prepared or made by the candidate

• case studies to assess ability to plan arrangements for a variety of touring situations

• oral or written questioning to assess knowledge of particular regulations or procedures that apply to event touring in a specific work context

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

• the touring process, key roles and responsibilities, and special issues that apply to touring an event in the relevant work context

• technical/specialist knowledge that underpins the event in the relevant work context, eg collection management or exhibition development for travelling exhibitions

• the type of event variations/adjustments that may need to be made for touring

• legislative requirements that impact on touring arrangements in the relevant work context, including occupational health and safety requirements

• features, formats and purposes of the range of documentation required for a touring event in the relevant work context

• planning and organisational skills in the context of touring an event

• literacy skills sufficient to interpret and create a wide range of organisational documentation

Specific resource requirements

Assessment of this unit requires access to:

• an event for which planning can be undertaken

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

• effective use of planning and organisational skills in an event touring context

. knowledge of the particular issues, requirements and documentation that impact on a touring event in a particular work context

Context of assessment and consistency of performance

The assessment context must provide for:

• practical demonstration of skills through the planning of touring arrangements for an event

Relationships to other units

This unit has strong linkages to other specialist units across a range of areas, and combined assessment and/or training with those units is highly recommended, eg:

• Collection Management units

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• Event Management units

• Exhibition Development and Management Units

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

• evaluation of a report prepared by the candidate on the planning process

• evaluation of touring arrangements, documentation and agreements prepared or made by the candidate

• case studies to assess ability to plan arrangements for a variety of touring situations

• oral or written questioning to assess knowledge of particular regulations or procedures that apply to event touring in a specific work context

• review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [eg people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

• the touring process, key roles and responsibilities, and special issues that apply to touring an event in the relevant work context

• technical/specialist knowledge that underpins the event in the relevant work context, eg collection management or exhibition development for travelling exhibitions

• the type of event variations/adjustments that may need to be made for touring

• legislative requirements that impact on touring arrangements in the relevant work context, including occupational health and safety requirements

• features, formats and purposes of the range of documentation required for a touring event in the relevant work context

• planning and organisational skills in the context of touring an event

• literacy skills sufficient to interpret and create a wide range of organisational documentation

Specific resource requirements

Assessment of this unit requires access to:

• an event for which planning can be undertaken

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

A touring event is defined as one where the same event is staged at multiple locations. **Within this unit events are defined very broadly and may include**:

• exhibitions

• promotional events

• seminars or conferences

• cultural productions

• sporting events

Events may be toured:

• in regional areas

• intrastate

• interstate

• overseas

Relevant information to inform tour planning may include:

• existing tour schedule

• touring objectives

• available budget

• venue/site layout and dimensions

• technical specifications, eg power capacity

• access information (hours, truck access, parking, traffic)

• amenities and facilities

• transport options/limitations

• special needs of materials, eg special transport or packing requirements

Specific touring needs will vary according to the area of work and may include:

• transport (air, sea, land)

• travel and accommodation (for travelling personnel, cast etc)

• additional equipment

• personnel requirements

• adaptation of physical items (displays,

• adaptation of information materials (interpretive materials, audience handouts, electronic presentations)

• special packing or transportation (for cultural material, support materials etc)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• insurance requirements
• promotional activities
• publicity arrangements (interviews, publicity with local media)
• special financial arrangements (petty cash, banking arrangements)
• liaison with host organisations/venues
• need for specialist advice or assistance

Relevant colleagues and stakeholders may include:

• host organisations
• host venues
• colleagues
• funding agencies
• artists
• lenders
• performers
• speakers /contributors/other talent
• exhibitors
• promotional partners
• caterers
• technical experts
• local communities
• local authorities (councils, emergency services etc)
• sponsors

Legal requirements and regulations which impact on touring may include:

• safety issues in relation to the transportation of materials and equipment
• differing requirements between States/Territories in Australia
• industrial awards governing travel for exhibition personnel
• regulations affecting overseas touring, eg customs, quarantine

Documentation on touring requirements may include:

• touring schedule/itinerary
• evaluation tools and budget details
• support materials
• supplier agreements
• loan agreements
• insurance details

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• contact lists

• sponsorship agreements

• technical information

• production schedules

• bump in schedules

• venue information/plans/event orders

• transport details

• accommodation lists

• maps and information on touring cities and towns

Overseas tours may require the following documentation to be prepared:

• carnets for air and sea freight

• translations of script and organisation documentation and information on activity

• customs and quarantine documentation luggage labels

• travel permits or visas for personnel

Effectiveness of touring arrangements may relate to:

• content

• format

• venues

• travel arrangements

• host agencies

• scheduling

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

A touring event is defined as one where the same event is staged at multiple locations. **Within this unit events are defined very broadly and may include**:

• exhibitions

• promotional events

• seminars or conferences

• cultural productions

• sporting events

Events may be toured:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• in regional areas

• intrastate

• interstate

• overseas

Relevant information to inform tour planning may include:

• existing tour schedule

• touring objectives

• available budget

• venue/site layout and dimensions

• technical specifications, eg power capacity

• access information (hours, truck access, parking, traffic)

• amenities and facilities

• transport options/limitations

• special needs of materials, eg special transport or packing requirements

Specific touring needs will vary according to the area of work and may include:

• transport (air, sea, land)

• travel and accommodation (for travelling personnel, cast etc)

• additional equipment

• personnel requirements

• adaptation of physical items (displays,

• adaptation of information materials (interpretive materials, audience handouts, electronic presentations)

• special packing or transportation (for cultural material, support materials etc)

• insurance requirements

• promotional activities

• publicity arrangements (interviews, publicity with local media)

• special financial arrangements (petty cash, banking arrangements)

• liaison with host organisations/venues

• need for specialist advice or assistance

Relevant colleagues and stakeholders may include:

• host organisations

• host venues

• colleagues

• funding agencies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• artists
• lenders
• performers
• speakers /contributors/other talent
• exhibitors
• promotional partners
• caterers
• technical experts
• local communities
• local authorities (councils, emergency services etc)
• sponsors

Legal requirements and regulations which impact on touring may include:

• safety issues in relation to the transportation of materials and equipment
• differing requirements between States/Territories in Australia
• industrial awards governing travel for exhibition personnel
• regulations affecting overseas touring, eg customs, quarantine

Documentation on touring requirements may include:

• touring schedule/itinerary
• evaluation tools and budget details
• support materials
• supplier agreements
• loan agreements
• insurance details
• contact lists
• sponsorship agreements
• technical information
• production schedules
• bump in schedules
• venue information/plans/event orders
• transport details
• accommodation lists
• maps and information on touring cities and towns

Overseas tours may require the following documentation to be prepared:

• carnets for air and sea freight

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• translations of script and organisation documentation and information on activity

• customs and quarantine documentation luggage labels

• travel permits or visas for personnel

Effectiveness of touring arrangements may relate to:

• content

• format

• venues

• travel arrangements

• host agencies

• scheduling

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CULMS412B Record and maintain collection information

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to maintain current and accurate collection records using established documentation procedures.

This unit describes the skills and knowledge required to maintain current and accurate collection records using established documentation procedures.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Access and record collection information	1.1 Handle item in a manner which ensures its integrity in accordance with organisational access requirements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		1.2 Source and interpret information appropriate to establish history and other relevant information about the cultural material
		1.3 Accurately complete records to provide all fields of information required by the organisation to aid access and accountability
		1.4 Respect legal constraints and cultural protocols regarding data protection and management
		1.5 Process records to facilitate easy access and retrieval by other users
2	Maintain information records	2.1 Ensure that content of records reflects organisational information needs and policies and take action accordingly
		2.2 Protect confidential information and adhere to copyright requirements in the storage of records
		2.3 Store records safely and regularly retrieve and review for content and format as required
		2.4 Modify, transfer or delete information in accordance with organisational policy

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

accurate completion of records using established procedures

knowledge of sources to access information on cultural material

ability to interpret and distill information for record keeping purposes

knowledge of common collection record keeping formats and protocols

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Context of assessment and consistency of performance

The assessment context must provide for:

practical demonstration of skills using industry-current recording systems for a range of cultural material

presence of time constraints to reflect realistic workplace practice

Relationships to other units

It is highly recommended that this unit be assessed with or after an information technology unit such as:

BSBCMN205A - Use business technology

This unit also has linkages to a range of other general and museum-specific units, and combined assessment and/or training with those units may be appropriate.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

review of records completed by the candidate

oral or written questioning to assess knowledge of procedures, handling requirements or information sources

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

information sources relevant to the collection

handling procedures and identification techniques for cultural material in the relevant work context

sources of curatorial and conservation advice in the relevant work context

typical policies and procedures for collection record keeping

the principles of access and accountability in collection record keeping

ethical and cultural issues that impact on collection record keeping, including those for Aboriginal or Torres Strait Islander material

copyright, moral rights and intellectual property issues and legislation that impact on collection record keeping

literacy skills sufficient to interpret reference sources and documentation relating to specific objects and the collection

numeracy skills sufficient to work with numerical record keeping systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Specific resource requirements

Assessment of this unit requires access to:

relevant policies and procedures manuals

collection items to be recorded

Generic employability skills

The seven Key Competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the Key Competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**1**)

Completing accurate records

How can information be collected, **analysed and organise** - (**2**)

Researching information

How are activities planned and organised - (**1**)

Prioritising tasks

How can team work be applied - (**2**)

Discussing aspects of cultural material with colleagues

How can the use of mathematical ideas and techniques be applied - (**1**)

Using numerical features of information systems

How can problem solving skills be applied - (**2**)

Sourcing information on an object of unknown provenance

How can the use of technology be applied - (**1**)

Using the Internet for research

The Evidence Guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the Performance Criteria, the Range Statement and the Assessment Guidelines of the relevant Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

accurate completion of records using established procedures

knowledge of sources to access information on cultural material

ability to interpret and distill information for record keeping purposes

knowledge of common collection record keeping formats and protocols

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Context of assessment and consistency of performance

The assessment context must provide for:

practical demonstration of skills using industry-current recording systems for a range of cultural material

presence of time constraints to reflect realistic workplace practice

Relationships to other units

It is highly recommended that this unit be assessed with or after an information technology unit such as:

BSBCMN205A - Use business technology

This unit also has linkages to a range of other general and museum-specific units, and combined assessment and/or training with those units may be appropriate.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

review of records completed by the candidate

oral or written questioning to assess knowledge of procedures, handling requirements or information sources

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Assessment methods should closely reflect workplace demands and the needs of particular groups [e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling].

Essential skills and knowledge

Assessment must include evidence of the following knowledge and skills:

information sources relevant to the collection

handling procedures and identification techniques for cultural material in the relevant work context

sources of curatorial and conservation advice in the relevant work context

typical policies and procedures for collection record keeping

the principles of access and accountability in collection record keeping

ethical and cultural issues that impact on collection record keeping, including those for Aboriginal or Torres Strait Islander material

copyright, moral rights and intellectual property issues and legislation that impact on collection record keeping

literacy skills sufficient to interpret reference sources and documentation relating to specific objects and the collection

numeracy skills sufficient to work with numerical record keeping systems

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Specific resource requirements

Assessment of this unit requires access to:

relevant policies and procedures manuals

collection items to be recorded

Generic employability skills

The seven Key Competencies represent generic skills considered for effective work participation. The bracketed numbering against each of the Key Competencies indicates the performance level required in this unit.

Level (1) represents the competence to undertake tasks effectively

Level (2) represents the competence to manage tasks

Level (3) represents the competence to use concepts for evaluating and reshaping tasks.

How can communication of ideas and information be applied? - (**1**)

Completing accurate records

How can information be collected, **analysed and organise** - (**2**)

Researching information

How are activities planned and organised - (**1**)

Prioritising tasks

How can team work be applied - (**2**)

Discussing aspects of cultural material with colleagues

How can the use of mathematical ideas and techniques be applied - (**1**)

Using numerical features of information systems

How can problem solving skills be applied - (**2**)

Sourcing information on an object of unknown provenance

How can the use of technology be applied - (**1**)

Using the Internet for research

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

A museum collection is defined very broadly and may relate to:

cultural heritage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

history
art
science
plants and animals
other aspects of the natural environment
materials with a cultural/spiritual significance
living styles
ceremony, e.g. dance, music
any other heritage resource

Collection information may be required for:

numbering, location and movement control
indexing and retrieval
acquisition and disposal
loans
cataloguing
research
exhibitions
reproduction conditions
copyright issues
conservation specifications
assessing significance
condition monitoring

Sourcing of information may include use of:

texts and references
print or electronic media
Internet
libraries
local community members
internal sources
subject matter experts

Fields of information may include:

physical description
condition
history and provenances

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

significance (cultural, technical, scientific, historical or social)

source details (original location, donor, dealer, artist, maker, collector)

loan information

insurance details

exhibition/display history

conservation requirements

reproduction history

storage location

references relevant to the material

copyright holder

unique number

Legal constraints and cultural protocols may relate to:

copyright

moral rights

intellectual property

item-specific cultural protocols

social/spiritual issues

Formats for records may be:

documentary

photographic

film and video

sound recordings

computer based

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. If bold italicised text is shown in Performance Criteria, details of the text are provided in the Range Statement.

A museum collection is defined very broadly and may relate to:

cultural heritage

history

art

science

plants and animals

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

other aspects of the natural environment

materials with a cultural/spiritual significance

living styles

ceremony, e.g. dance, music

any other heritage resource

Collection information may be required for:

numbering, location and movement control

indexing and retrieval

acquisition and disposal

loans

cataloguing

research

exhibitions

reproduction conditions

copyright issues

conservation specifications

assessing significance

condition monitoring

Sourcing of information may include use of:

texts and references

print or electronic media

Internet

libraries

local community members

internal sources

subject matter experts

Fields of information may include:

physical description

condition

history and provenances

significance (cultural, technical, scientific, historical or social)

source details (original location, donor, dealer, artist, maker, collector)

loan information

insurance details

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

exhibition/display history

conservation requirements

reproduction history

storage location

references relevant to the material

copyright holder

unique number

Legal constraints and cultural protocols may relate to:

copyright

moral rights

intellectual property

item-specific cultural protocols

social/spiritual issues

Formats for records may be:

documentary

photographic

film and video

sound recordings

computer based

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUSADM08A Address copyright requirements

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to protect creative work and performance from unauthorised use.

This unit describes the skills and knowledge required to protect creative work and performance from unauthorised use.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify copyright issues for the protection and exploitation of products	1.1 Apply knowledge of Copyright Act to products in terms of: protection against unauthorised use on own and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		other's works commercial exploitation of own work under copyright intellectual property and licensing legislation
	1.2	Seek advice, as required, to ensure that copyright issues are fully addressed in terms of own rights and the rights of others
2 Ensure that copyright protection on creative works or performance is adequate locally and internationally	2.1	Undertake all procedures necessary to ensure that created material are protected at local and international levels against illegal or unauthorised reproduction of work, or parts of work: in printed or recorded media in live performance in television, cable transmission or online media in any media for advertising or screen for other purposes
	2.2	Undertake all procedures necessary to ensure that work is protected at local and international level against adaptations of work whether printed, live or in any electronic media
	2.3	Undertake research and/or obtain reliable legal advice where necessary to ensure that artists'/copyright owners' rights are protected
3 Assign copyright of creative works or performers	3.1	Undertake strategic planning of negotiated deals for works/performances with an understanding of the difference between assignment of copyright and licensing
	3.2	Assign copyright for composers and/or performers only where artists are aware of all implications
	3.3	Confirm and agree with all relevant parties the degree to which artists and publisher may control the use and exploitation of work under assignment of copyright
	3.4	Ensure that the terms of assignments of copyright are written accurately into a formal contract that is available for legal advice where required, and understood and signed by all relevant parties
4 License rights to creative	4.1	Confirm and agree to the territories in which the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	works or performance	licensing rights may be exercised with all relevant parties
		4.2 Confirm and agree to the timeframe of the license with all relevant parties
		4.3 Confirm and agreed to the terms of exploitation of the work/license with all relevant parties
		4.4 Ensure that creative control of the work, including to what extent and how it may be recast, is confirmed and agreed by all relevant parties
		4.5 Ensure that fees are negotiated whether outright fee, royalty, or a combination of both, relevant to the context of the deal
		4.6 Ensure that responsibility for enforcement of the copyrights against infringement are confirmed and agreed
		4.7 Ensure that all terms relating to the licensing deal are written accurately, confirmed and signed by all relevant parties
5	Comply with conditions of copyright agreement	5.1 Maintain documents relevant to the copyright agreement in a secure and accessible form allowing for retrieval where required
		5.2 Undertake all responsibilities to ensure compliance with the conditions of the copyright agreement as and when required

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence guide

Underpinning knowledge and skills	Assessment must include evidence of the following knowledge and skills: copyright legislation, awareness of the Copyright Act

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

the difference between performing, mechanical and synchronisation rights

the difference between copyright for composition, a sound recording and a published edition

the conditions necessary for copyright to exist in composition and in sound recordings

procedures which need to be undertaken to show proof of ownership of composed work

the difference between assignment and licensing of copyright

the function of organisations such as the:

Australian Performing Rights Association

Australian Copyright Council

Australasian Mechanical Copyright Owners Society Ltd

Australian Copyright Council

Phonographic Performance Company of Australia

Audio-Visual Copyright Society

Copyright Agency Ltd

and international copyright and collection societies

communicating to achieve consensus

communicating to achieve agreed outcomes

understanding of the needs of all relevant parties

understanding of the rights of all relevant parties

awareness of copyright conventions in relation to:

intellectual property (using, producing and protecting)

publishing

new technology

music

lyrics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	text visual materials
Linkages to other units	This unit has strong linkages to the following units and combined training delivery and/or assessment is recommended: CUSADM09A Address legal and administrative requirements CUSGEN04A Participate in negotiations
Critical aspects of evidence	The following evidence is critical to the judgement of competence in this unit: ability to research directly and/or seek appropriate assistance as required to manage copyright understanding of the role of organisations relevant to copyright legislation and business
Method and context of assessment	Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment. Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: case studies and scenarios as a basis for discussion of copyright issues work samples or simulated workplace activities simulation of problem solving exercises oral questioning on issues in copyright projects/reports/logbooks third party reports and authenticated prior achievements

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	authenticated samples of relevant work in managing copyright portfolios of evidence Assessment must take place over a period of time in order to determine competence in the ongoing implementation and monitoring aspects of this unit. Assessment should ensure that a sufficient range of tasks is covered.
Resource requirements	This unit requires access to the sources of information needed to manage copyright including the Copyright Act and a range of case studies. There is no specialist equipment required.

Key competencies	Level
Collecting, organising and analysing information	3
Communicating ideas and information	2
Planning and organising activities	1
Working with others and in teams	2
Solving problems	2
Using mathematical ideas and techniques	1
Using technology	1

Range Statement

Range of variables

Variable	Scope
Relevant parties may include:	artists

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	industry or artists' managers
	agents
	legal representatives
Copyright may be fixed to:	music presented in any media or format
	artwork
	photographs
	flyers
	record covers
	original materials
	performances
	scripts
	film scores
Copyright may involve:	ownership of materials
	term of license or assignment
	length of control period after expiration of term
	exploited reversion triggers
	non exploited reversion triggers
Term involves:	the period during which the material may be exploited
Territory involves:	areas in which the licensing rights can or cannot be exercised
License may apply to the use of work for:	performance
	film/video
	multimedia
	advertising
	broadcast

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Creative control involves:	ways in which the work is exploited selection of material selection of producers right of approval of sub-licensing or assignments

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUSFIN01A Finance a project

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required in raising the finance for an artistic or creative project and negotiating the interest of the various parties in the product. This unit is imported from the entertainment industry national training package, with necessary changes made to the range of variables and evidence guide statements ensuring its applicability to the other sectors of the cultural industries.

This unit describes the skills and knowledge required in raising the finance for an artistic or creative project and negotiating the interest of the various parties in the product. This unit is imported from the entertainment industry national training package, with necessary changes made to the range of variables and evidence guide statements ensuring its applicability to the other sectors of the cultural industries.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Clarify the financial scope of the project	1.1 Identify what the proposal to be financed involves and determine the scope and funding needs of the project
	1.2 Determine the stage of the project at which finance is to be sought
	1.3 Determine the level of funding required and identify the optimum funding arrangements
2 Identify sources of finance	2.1 Research possible sources of finance
	2.2 Find out how the proposal should be structured to attract the funding from a particular source
	2.3 Determine which sources of funding apply to the type of project proposed and decide which funding source to approach
3 Develop the proposal	3.1 Decide on the approach to take in the submission and collect material to support the proposal
	3.2 Prepare proposal to include: overview of the project and objectives the purpose and amount of finance required the proposed structure of the project operation the operational and marketing plan projected financial performance management and creative experience involved level of risk involved other appropriate sections depending on the needs of the particular project
	3.3 Develop the proposal in best form to attract funding from the chosen source
	3.4 Include estimates of costs and benefits supported by valid and relevant information
	3.5 Define the structure of the funding plan and the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		proposed interest of the various parties
4	Obtain legal advice	4.1 Seek legal advice on all aspects of the proposal such as tax structure, rights and responsibilities and incorporate the advice into the funding proposal
		4.2 Submit the final proposal for advice on compliance with legal, tax and regulatory requirements and get final agreement checked by the lawyers to ensure that it meets the requirements
5	Present the proposal to funding body or prospective investors	5.1 Make an effective presentation to the funding body or prospective investors using appropriate communication techniques, to explain the details of the proposal emphasising the creative possibilities and the benefits of the project
		5.2 Evaluate the presentation to identify strengths and weaknesses to inform subsequent presentations
6	Negotiate terms and conditions of investment	6.1 Conduct negotiations with representatives of the funding body or prospective investors to determine terms and conditions of the grant/investment
		6.2 Conduct meetings to discuss financial proposals in a professional and businesslike manner
7	Finalise formal agreement	7.1 Finalise agreement including accurate information on rights and responsibilities of all parties to the funding agreement and document agreement
		7.2 Circulate documents detailing funding agreement and terms and conditions of the agreement to all stakeholders as quickly as possible.
		7.3 Determine reporting and review process required and set up processes for monitoring compliance with the agreement
		7.4 Include consultation with the legal adviser in the finalisation of the agreement

Required Skills and Knowledge

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

Evidence guide

Underpinning knowledge and skills	Assessment must include evidence of essential knowledge of, and skills in, the following areas: the structure of the industry the range of funding sources good communications and presentation skills any incentive or tax concession schemes high level negotiation skills
Linkages to other units	This unit has strong linkages to the following units and combined training delivery and/or assessment is recommended: CUEFIN1A Develop a budget CUSGEN05A Make presentations CUSADM07A Establish and maintain work/contractual relationships CUEFIN03A Obtain sponsorship
Critical aspects of evidence	The following evidence is critical to the judgement of competence in this unit: the development of a professional and appropriate proposal for funding ability to negotiate at a high level with funding bodies or investors
Method and context of assessment	Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment. Assessment may incorporate a range of methods to assess performance and the application of essential underpinning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	knowledge, and might include: case studies work samples or simulated workplace activities oral questioning/interview projects/reports/logbooks third party reports and authenticated prior achievements portfolios of evidence
Resource requirements	This unit requires access to the sources of information needed to prepare the funding proposal. There is no specialist equipment required apart from access to a computer and appropriate software.

Key Competencies	Level
Collecting, organising and analysing information	3
Communicating ideas and information	3
Planning and organising activities	3
Working with others and in teams	3
Solving problems	3
Using mathematical ideas and techniques	3
Using technology	2

Range Statement

Range of variables

Variable	Scope

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Funding bodies may include:	Government departments enterprises individuals professional organisations finance institutions special public funding programs
Projects may include:	feature films short films documentaries radio programs multimedia games multimedia education and training programs advertisements and a range of other projects
Interest in the project may be:	percentage of profits share of copyright product placement acknowledgments

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUVADM08B Develop and manage public relations strategies

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the skills and knowledge required to develop and implement a plan for public relations activities within an organisation. It focuses on the skills and knowledge required by managers, owners/managers of small businesses and marketing personnel. As such the unit does not reflect the depth and breadth of skills required by specialist public relations professionals.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units

This unit has linkages to a range of other management and marketing units and combined assessment and/or training with those units may be appropriate.

Employability Skills Information

Employability skills

This unit contains employability skills.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 **Generate organisational identity consistent with organisation's vision**.	1.1 Collect and analyse ***internal and external information*** which informs the development of a ***public relations*** strategy. 1.2 Review the organisation's core activities, business values and current business direction to identify potential ***images and messages***. 1.3 Identify and consult with ***key stakeholders*** in relation to public relations issues.
2 **Prepare public relations plan or strategy**.	2.1 Identify relevant ***target groups*** for public relations activities. 2.2 Identify and select strategies which enhance and promote the organisation's identity to the target groups. 2.3 Identify and plan for the range of ***potential situations*** and reactions to which the organisation may need to respond. 2.4 Incorporate ***legal and ethical considerations*** into the planning process. 2.5 Provide timely opportunities for colleagues to contribute to public relations planning. 2.6 Submit public relations plan for approval where appropriate in accordance with organisational policy.
3 **Manage the implementation of the public**	3.1 Define and communicate clearly all priorities, responsibilities, timelines and budgets, involving appropriate colleagues.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
relations plan.	3.2 Implement and monitor actions detailed in the plan according to schedule and contingencies. 3.3 Produce public relations reports in accordance with enterprise policy. 3.4 Share public relations information with colleagues to maintain awareness of current organisation direction and priorities.
4 **Evaluate and review the public relations plan**.	4.1 Establish appropriate mechanisms to obtain ***feedback*** about public relations ***activities and strategies***. 4.2 Evaluate public relations activities using agreed methods and benchmarks. 4.3 Make adjustments in accordance with feedback and evaluation. 4.4 Communicate and implement agreed changes.

Required Skills and Knowledge

Required Skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills:

- research and analytical skills to analyse internal and external environments.

Required knowledge:

- the public relations context for the organisation, including knowledge of the ways in which similar organisations generate and promote their identity
- ways in which public relations links to other aspects of marketing and management
- the structure and function of a range of print and electronic media
- planning techniques and formats in relation to public relations
- formats, features and uses of different public relations resources, e.g. media releases, journalist familiarisations, press kits
- legal issues that impact on public relations, e.g. Trade Practices.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

- development and implementation of a public relations plan for a specific organisation or area of an organisation
- detailed knowledge of public relations protocols, resources and activities as relevant to the industry sector.

Context of and specific resources for assessment

The assessment context must provide for:

- practical demonstration of skills through the development and implementation of a public relations plans for an organisation/area of an organisation
- interaction and collaboration with others to reflect consultation and communication skills within this unit
- assessment conducted over a period of time to reflect the ongoing implementation and monitoring aspects of the unit.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

- evaluation of a public relations plan developed by the candidate
- role play or simulation and practical activities for consultation, staff training, media interaction and presentations
- development and analysis of case studies
- written/verbal reports on public relations plan, negotiation, promotion
- hypothetical or problem solving scenarios

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- questioning and discussion about case studies, plans, strategies
- review of portfolios of evidence
- third party workplace reports of performance by the candidate.

Assessment of this unit requires access to the materials resources and equipment needed to research public relations campaigns and media opportunities.

Professional Practice

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. 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) may also be included.

Internal and external information which informs the public relations strategy may include information relating to:

- business plans
- community activities
- competitor organisations
- current market conditions
- current trends/developments in the relevant industry context
- financial plans
- government activities
- legal environment
- marketing plans.

Public relations plans and strategies may be for:

- a department
- a program of events
- a single event
- a specific product or service
- an organisation.

Images and messages may

- nature of products and services, e.g. performances,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	exhibitions, sale • operational style, e.g. efficiency, probity, ethical, fair, responsive • relationship to public, e.g. leading edge, responsive • service provision, e.g. hours of operation, range of facilities, services, access • stylistic direction, e.g. innovative, contemporary, classical, folk, indigenous, international • track record of organisation • visual identity, e.g. logo, signage, public appearance, colour.
Key stakeholders may include:	• funders, sponsors • patrons, visitors • promoters • representatives from boards and committees associated with organisation • staff.
Target groups may include:	• event organisers • media representatives, e.g. journalists, editors, producers, directors • patrons, sponsors, funders • promoters • staff, volunteers • suppliers, vendors, related businesses • visitors, audiences.
Potential situations may include:	• capitalising on favourable publicity • minimising the impact of any unfavourable press • responding to unforeseen operational issues, e.g. accidents, shortages • unprecedented or overwhelming support/attendance.
Legal and ethical considerations may relate to:	• codes of practice • cultural expectations and influences • legislation • social responsibilities.
Feedback mechanisms may include:	• consultation with colleagues • direct questioning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• formal/written feedback • measurements of level of support, e.g. attendance, sponsorship, patronage • media monitoring.
Strategies and activities may relate to:	• direct advertising • gifts • logos • media materials, e.g. press releases, articles, reviews • membership and loyalty programs • planned activities, e.g. launches, openings, guest appearances, charitable support, cocktail parties • signage, banners • sponsorship.

Unit Sector(s)

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUVADM10B Research and utilise revenue and funding opportunities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the skills and knowledge required to identify appropriate sources of revenue and funding consistent with the organisation's vision, and to actively develop the information and relationships required to secure revenue. This role would generally be undertaken by a manager or senior administrator.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units

This unit has linkages to a range of other units and combined assessment and/or training with those units may be appropriate, e.g.:

- CUEFIN03B Obtain sponsorship.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 **Determine potential revenue opportunities**.	1.1 Research potential ***revenue opportunities*** to determine availability. 1.2 ***Research*** potential revenue opportunities in terms of ***access*** and constraints.
2 **Evaluate potential revenue sources**.	2.1 ***Evaluate*** opportunities in relation to the organisation's overall vision and direction. 2.2 Evaluate opportunities in terms of potential costs and benefits to the organisation. 2.3 Determine priorities in seeking revenue from identified sources in accordance with the organisation's current direction and vision.
3 **Establish and maintain relationships associated with potential revenue sources**.	3.1 Identify key stakeholders who can support the organisation and/or its revenue building activities. 3.2 Determine ***avenues*** to establish suitable relationships which will support the organisation and/or its revenue building activities. 3.3 Maintain and build positive relationships which support the organisation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
4 **Implement strategies to enhance revenue**.	4.1 In a timely manner, assign appropriate ***resources*** associated with seeking revenue or funding. 4.2 Pursue selected potential revenue sources in accordance with priorities.
5 **Evaluate revenue opportunities**.	5.1 Monitor all arrangements to ensure compliance with the requirements of the funding source. 5.2 Review the ***impact of funding*** on the organisation. 5.3 Review organisation's priorities and funding planning arrangements.

Required Skills and Knowledge

Required Skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills:

- systems through which opportunities may occur, e.g. government departments, industry
- business requirements, e.g. audit, accounting, legal responsibilities.

Required knowledge:

- other organisations and the approaches they have used to generate revenue and funding.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

- development of an action plan which outlines selected strategies for pursuit of funding or revenue for a given organisation.

Context of and specific resources for assessment

The assessment context must provide for:

- practical demonstration of skills through the development of an action plan detailing revenue strategies.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

- role play/simulation around relationships and negotiation activities
- preparation of action plans, strategies and proposals
- questioning and discussion about action plan and negotiation strategies
- verbal and written reports
- development and analysis of case studies
- review of portfolios of evidence
- third party workplace reports of performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Assessment of this unit requires access to the materials, resources and equipment needed to research funding and revenue opportunities.

Marketing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. 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) may also be included.

Revenue opportunities may include:	• advertising • corporate contributions • government funding • promotional opportunities • sales • sponsorship.
Research may include:	• benchmarking with other similar organisations • experts • government funding programs • Internet • newspapers and magazines • tender search organisations.
Process required to ***access*** potential revenue sources may include:	• completion of proposals or submissions • direct approaches • presentations • response to tenders or advertising • retail outlets sourced or established.
Evaluation of potential revenue opportunities may include:	• analysis of benefits • analysis of costs involved, e.g. time, people, resources, compliance requirements, reporting requirements • consistency with organisational vision • length of support obtained • likely chance of success • nature of support obtained • profile opportunities • relationship/network opportunities.
Avenues to establish relationships may include:	• attendance at organised networking events, e.g. conferences, openings, launches • direct approaches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	• offering support to other organisations • organisation of own networking events, e.g. launches, displays, workshops, promotions • presentations.
Resources may include:	• costs associated with such things as catering, printing, mail outs, etc • staff • time.
Impact of funding on organisation may involve:	• ability to comply with any funding/sponsorship conditions • access to other potential revenue sources • additional networking opportunities • additional promotional and profiling opportunities • additional work requirements on staff • increase in the utilisation of that funding source • opportunities to extend potential funding into new areas • reporting requirements.

Unit Sector(s)

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

CUVCRS03B Produce computer-aided drawings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the skills and knowledge required to use a range of CADD program functions and features to produce drawings. People working in many industries require the skills and knowledge in this unit, and the unit is written to allow for contextualisation to a particular industry context. Within the cultural industries this unit is relevant for people working across multiple sectors. The focus of this unit is on the technical skills required to operate CADD, and design skills are found in other units within the Visual Arts Craft and Design Training Package.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units

This unit has linkages to a wide range of other units in various Training Packages and combined assessment and/or training with those units would be appropriate.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 **Determine drawing requirements**.	1.1 Review relevant documentation/concept ***information*** to determine requirements and processes based on project objectives and parameters. 1.2 Liaise with relevant colleagues to confirm and clarify requirements.
2 **Select and set up CADD package**.	2.1 Correctly identify required hardware, software, tools and equipment for the specific project. 2.2 Correctly set up hardware and software in accordance with operating instructions and organisational procedures. 2.3 Identify and retrieve digitised information relevant to the project.
3 **Gather object parameters and/or measurements**.	3.1 Accurately establish and record critical dimensions and data for the required ***design***. 3.2 Correctly identify the requirements in relation to accuracy, tolerances and other critical information.
4 **Prepare plots or drawings**.	4.1 Correctly access and use ***CADD functions and features*** in accordance with operating

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	instructions. 4.2 Correctly access and use ***peripheral equipment*** required for the project. 4.3 Prepare and review preliminary drawings in consultation with relevant colleagues.
5 **Check drawings and save files**.	5.1 Check designs against the project objectives and specifications in accordance with organisational procedures. 5.2 Identify and make required adjustments to designs based on review and consultation with relevant colleagues. 5.3 Store data files in accordance with operating instructions and organisational procedures.

Required Skills and Knowledge

Required Skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills:

- literacy skills sufficient to interpret and use digital information, including instructions required for the production of computer aided drawings
- numeracy skills sufficient for calculations and measurements required for the production of computer aided drawings.

Required knowledge:

- the ways in which CADD is used within a specific industry context
- basic principles of CADD
- typical features and functions of CADD programs, including drawing tools, view displays, edit functions, working with layers, plotting and printing
- occupational health and safety issues associated with the use of hardware and software
- awareness of copyright, moral rights and intellectual property issues and legislation associated with the use of CADD.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

- ability to use the standard features and functions of a CADD program to produce drawings
- knowledge of CADD capabilities and uses in relation to the specific industry context.

Context of and specific resources for assessment

The assessment context must provide for:

- practical demonstration of skills using an industry-current CADD program to develop drawings for a specific workplace purpose.

Method of assessment

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

- evaluation of drawings produced by the candidate
- oral or written questioning to assess knowledge of CADD features and functions
- review of portfolios of evidence
- third party workplace reports of performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties e.g. speakers of languages other than English, remote communities and those with interrupted schooling).

Assessment of this unit requires access to the materials resources and equipment needed to produce computer-aided drawings.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. 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) may also be included.

Information required for the project may include:	• creative objectives • measurements/dimensions, e.g. objects, space • relevant statutory requirements, e.g. safety • scope for making adjustments • technical objectives.
Computer-aided ***designs*** may be required for a large range of work situations and may include:	• costume/fashion designs • lighting plots • object or product design • room/site/stage layouts • stage and set design • visual art works and/or projects, e.g. community installations, public art, performance.
CADD functions and features to be used must include:	• drawing tools (methods for drawing lines, arcs, polylines, texts, dimensions) • edit functions • plotting and printing • view displays • working with layers.
CADD functions and feature to be used may include:	• 3D techniques, e.g. entering coordinates, displaying 3D views • how CADD works in an integrated environment • isometrics and perspectives • macros • use of attributes to make project reports.
Peripheral equipment required for the project may include:	• plotters • printers • scanners.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

FNSACCT407B Set up and operate a computerised accounting system

Modification History

Not applicable.

Unit Descriptor

This unit covers the competency to establish and operate under supervision, a computerised accounting system.

This unit covers the competency to establish and operate under supervision, a computerised accounting system.

Application of the Unit

This unit requires the application of skills and knowledge required to set up and operate a computerised accounting system.

The unit encompasses implementing an integrated accounting system, processing transactions within the system, maintaining the system, producing reports and ensuring system integrity.

The unit has application across all sectors of the financial services sector and has application to job functions such as accounts receivable and payable clerks.

This unit requires the application of skills and knowledge required to set up and operate a computerised accounting system.

The unit encompasses implementing an integrated accounting system, processing transactions within the system, maintaining the system, producing reports and ensuring system integrity.

The unit has application across all sectors of the financial services sector and has application to job functions such as accounts receivable and payable clerks.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Implement an integrated accounting system	1.1 The general ledger and **chart of accounts** are implemented in accordance with organisational requirements
	1.2 Customers, suppliers and inventory items are set up in accordance with **organisational requirements**
	1.3 A system is set up to meet the reporting requirements of Goods and Services Tax (GST)
	1.4 **Appropriate technical help** is used to solve any operational problems
2 Process transactions within the system	2.1 Input data is collated, coded and classified before processing
	2.2 A wide range of cash and credit **transactions** are processed in both a service and trading environment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		2.3 The general journal is used to make any **balance day adjustments** for prepayments and accruals
		2.4 The system outputs is reviewed to verify the accuracy of data input
		2.5 Adjustments are made for any detected processing errors
		2.6 An end of financial year rollover is performed
3	Maintain the system	3.1 Any new general ledger accounts, customer, supplier, inventory and fixed asset records are added as required
		3.2 Any existing chart of accounts, customer, supplier, inventory and fixed asset records are maintained and updated
		3.3 The chart of accounts is customised to meet the reporting requirements of the organisation
4	Produce reports	4.1 **Reports** to indicate the financial performance and financial position of the organisation are generated
		4.2 Reports to meet the GST reporting requirements of the organisation are generated
		4.3 Reports to ensure that **subsidiary ledgers**/accounts reconcile with the general ledger are generated
		4.4 Reports, which ensure that the bank account reconciles with the bank statement, over at least two reporting periods are generated
5	Ensure system integrity	5.1 Regular back-ups of the system are made to ensure against loss or corruption of data
		5.2 Data back-ups are restored in the event of loss or corruption of data
		5.3 A secure record of all processed transactions is maintained for audit purposes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

current relevant legislation and statutory requirements including those relating to occupational health and safety (OH&S)

relevant source documents and information contained within source documents

principles of double entry accounting

principles and practices of accrual accounting

organisational procedures and policies relating to maintaining financial records

current financial legislation

Skills requirements include:

keyboard skills

computer literacy

numeracy for financial calculations and analysis

proofreading to check details/calculations

reading, interpreting financial statements and reports

problem solving skills for providing discrepancy solutions

recording, gathering and classifying financial information

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

Overview of assessment requirements

To achieve competency in this unit, a person must be able to demonstrate:

knowledge of organisations chart of accounts

knowledge of organisational polices and procedures

ability to implement an integrated accounting system

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ability to process transactions within the system

ability to maintain the system

ability to produce reports

ability to ensure system integrity

Critical aspects of evidence

Evidence required for demonstration of consistent performance:	Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment.
Delivery/assessment relationship to other units:	Prerequisite units: BSBCMN308A Maintain financial records

Assessment requirements

Method of assessment:	For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance. Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.
Context of assessment:	Assessment of performance requirements in this unit should be undertaken within the financial services industry context and should cover aspects of personal/financial responsibility and accountability. Aspects of competency, including the attainment of relevant knowledge and skills, may be assessed in a relevant workplace, a closely simulated work environment, or other appropriate means that clearly meet industry competency requirements.
Resources required for assessment:	Assessment of this unit of competence requires access to suitable resources to demonstrate competence. Assessment instruments, including personal planner and assessment record book. Access to registered provider of assessment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

services.

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Chart of accounts may include:	current assets non-current assets current liabilities non-current liabilities income classified expenses by type equity
Organisational requirements, **procedures and policiesmay include**:	Australian Accounting Standards log on procedures correctly identifying and opening files locating data storing data OH&S policies, procedures and programs security electronic and paper based recording corporate governance
Appropriate technical help may include:	on screen help online help software manuals computer help desk personnel managers and supervisors designated technology assistance staff external staff employed or recommended by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	the software supplier to assist with difficulties
Transactions may include:	commencing business entry cheque payments credit card payments cash sales and deposits petty cash funds transfers loans sales invoices purchase invoices purchase orders adjustment notes contra entries customer payments supplier payments discounts (financial and sales) commission bad debts bank reconciliation purchase and sale of stock inventory stock take withdrawal of stock/assets by owner
Balance day adjustments may include:	prepaid expenses revenue received in advance depreciation accrued expenses doubtful debts
Subsidiary ledgersmay include:	accounts receivable accounts payable inventory fixed assets
Reportsmay include:	profit and loss

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

balance sheet
business activity statement
bank reconciliation
aged receivables/reconciliation
aged payables/reconciliation
inventory listing
asset listing
customer statements
auditable transaction trail

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSACCT407A.

This unit replaces FNSACCT407A.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

HLTFA301B Apply first aid

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance

Application of the Unit

These skills and knowledge may be applied in a range of situations, including community and workplace settings

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the competency unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess the situation	1.1 Identify assess and minimise **hazards** in the situation that may pose a risk of injury or illness to self and others
	1.2 Minimise immediate **risk** to self and casualty's health and safety by controlling any hazard in accordance with occupational health and safety requirements
	1.3 Assess casualty and identify injuries, illnesses and conditions
2 Apply first aid procedures	2.1 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness
	2.2 Use available **resources and equipment** to make the casualty as comfortable as possible
	2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner
	2.4 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort
	2.5 Seek consent from casualty prior to applying first aid management
	2.6 Provide **first aid management** in accordance with **established first aid principles** and Australian Resuscitation Council (ARC) Guidelines and/or State/Territory regulations, legislation and policies and industry requirements
	2.7 Seek first aid assistance from others in a timely manner and as appropriate
	2.8 Correctly operate first aid equipment as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		2.9	Use safe manual handling techniques as required
		2.10	Monitor **casualty's condition** and respond in accordance with effective first aid principles and procedures
		2.11	Finalise casualty management according to casualty's needs and first aid principles
3	Communicate details of the incident	3.1	Request ambulance support and/or appropriate medical assistance according to relevant circumstances using relevant **communication media and equipment**
		3.2	Accurately convey assessment of casualty's condition and management activities to ambulance services /other emergency services/relieving personnel
		3.3	Prepare reports as appropriate in a timely manner, presenting all relevant facts according to established procedures
		3.4	Accurately record details of casualty's physical condition, changes in conditions, management and response to management in line with established procedures
		3.5	Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies
4	Evaluate own performance	4.1	Seek feedback from **appropriate clinical expert**
		4.2	Recognise the possible psychological impacts on rescuers of involvement in critical incidents
		4.3	Participate in debriefing/evaluation as appropriate to improve future response and address individual needs

Required Skills and Knowledge

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

ARC Guidelines relating to provision of first aid as outlined

Working knowledge of:

basic principles and concepts underlying the practice of first aid

procedures for dealing with major and minor injury and illness

priorities of management in first aid when dealing with life threatening conditions

basic occupational health and safety requirements in the provision of first aid

infection control principles and procedures, including use of standard precautions

chain of survival

first Aiders' skills and limitations

Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to

First aid management of:

abdominal injuries

allergic reactions

altered and loss of consciousness

bleeding

burns - thermal, chemical, friction, electrical

cardiac arrest

casualty with no signs of life

chest pain

choking/airway obstruction

injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations

envenomation - snake, spider, insect and marine bites

environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke

fractures

medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions

near drowning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

poisoning and toxic substances (including chemical contamination)

respiratory distress

seizures

shock

stroke

substance misuse - common drugs and alcohol, including illicit drugs

Awareness of stress management techniques and available support

Social/legal issues:

duty of care

need to be culturally aware, sensitive and respectful

importance of debriefing

confidentiality

own skills and limitations

Essential skills:

Ability to:

Conduct an initial casualty assessment

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills

Demonstrate correct procedures for performing CPR using a manikin, including standard precautions (i.e. as per unit **HLTCPR201A Perform CPR**)

Apply first aid principles

Infection control, including use of standard precautions

Follow OH&S guidelines

Demonstrate:

safe manual handling

consideration of the welfare of the casualty

ability to call an ambulance

site management to prevent further injury

Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

medical/pharmaceutical instructions

Administer medication in line with state/territory regulations, legislation and policies

Prepare a written incident report or provide information to enable preparation of an incident report

Communicate effectively and assertively in an incident

Make prompt and appropriate decisions relating to managing an incident in the workplace

Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition

Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols

Evaluate own response and identify appropriate improvements where required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. The evidence guide supplements assessment requirements that apply to all units in this Training Package. Users of this evidence guide should first read the package's assessment guidelines.

Critical aspects of assessment:	Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit Competence should be demonstrated working individually and, where appropriate, as part of a first aid team Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines
Context and resources required for	Skills in performing first aid procedures are to be assessed through demonstration, with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

assessment:	questioning to confirm essential knowledge For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with Australian Resuscitation Council Guidelines
Access and equity considerations:	All workers in the health industry should be aware of access and equity issues in relation to their own area of work All workers should develop their ability to work in a culturally diverse environment In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any 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.

Contextualisation to address specific requirements may include:	Focus on first aid management of specific types of injury First aid provision under specific constraints

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)
Established first aid principles include:	Preserve life Prevent illness, injury and condition(s) becoming worse Promote recovery Protect the unconscious casualty
Vital signs include:	Consciousness Breathing Circulation
A hazard is:	A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
Hazards may include:	Physical hazards Biological hazards Chemical hazards Hazards associated with manual handling
Risks may include:	Risks from equipment, machinery and substances Risks from first aid equipment Environmental risks Exposure to blood and other body substances Risk of further injury to the casualty Risks associated with the proximity of other workers and bystanders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Risks from vehicles
Casualty's condition is managed for:	Abdominal injuries Airway obstruction Allergic reactions Altered and loss of consciousness Bleeding Burns - thermal, chemical, friction, electrical Chest pain/cardiac arrest Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations Near drowning Envenomation - snake, spider, insect and marine bites Environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke Fractures Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions No signs of life Poisoning and toxic substances (including chemical contamination) Respiratory distress/arrest Seizures Shock Stroke Substance misuse - common drugs and alcohol, including illicit drugs.
First aid management must take into account applicable aspects of:	The setting in which first aid is provided, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	workplace policies and procedures industry/site specific regulations, codes etc. OHS requirements state and territory workplace health and safety legislative requirements location and nature of the incident situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents location of emergency services personnel. The use and availability of first aid equipment and resources Infection control Legal and social responsibilities of first aider
Resources and equipment are used appropriate to the risk to be met and may include:	AED First aid kit Auto-injector Puffer/inhaler Resuscitation mask or barrier Spacer device
Communication media and equipment may include but are not limited to:	Telephones, including landline, mobile and satellite phones HF/VHF radio Flags Flares Two way radio Email Electronic equipment Hand signals

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Appropriate clinical expert may include:	Supervisor/manager Ambulance officer/paramedic Other medical/health worker
Documentation may include:	Injury report forms Workplace documents as per organisation requirements
Documentation may include recording:	Time Location Description of injury First aid management Fluid intake/output, including fluid loss via: blood vomit faeces urine Administration of medication including: time date person administering dose Vital signs

Unit Sector(s)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

HLTFA302A Provide first aid in remote situation

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide first aid to a casualty in a remote and/or isolated situation

Application of the Unit

This unit is appropriate for those undertaking first aid work in remote or isolated workplace situations

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare to respond to	1.1 **Prepare for isolated travel** or work, accounting

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	emergency in a remote situation	for expected contingencies
		1.2 Assess casualty's condition and determine appropriate response in order to minimise hazards and determine need for medical assistance
		1.3 Evaluate options for transporting casualty or waiting for medical assistance in relation to environmental issues, transport availability and casualty's condition
2	Provide first aid in a remote situation	2.1 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort
		2.2 Seek consent from casualty prior to applying first aid management
		2.3 Provide first aid response to address casualty's condition and in accordance with effective first aid principles
		2.4 Respond to the casualty in a culturally aware, sensitive and respectful manner
		2.5 Monitor casualty's condition and undertake ongoing first aid procedures as required
		2.6 Calmly provide information to reassure casualty during the wait for medical assistance, adopting a communication style to match the casualty's level of consciousness
		2.7 Provide shelter from elements in accordance with environmental conditions
		2.8 Document condition of casualty over time to assist in on-going management
3	Work in conjunction with medical and emergency services support	3.1 Establish communication links to medical services, using relevant communication equipment to ensure prompt control action is undertaken
		3.2 Request ambulance support or appropriate medical assistance according to relevant circumstances
		3.3 Administer medication under direct instruction from an **authorised health worker** as required
		3.4 Assist in the evacuation of the casualty by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		following directions given by emergency services as required
4	Evaluate the incident	4.1 Evaluate management of the incident and where required develop an action plan in consultation with relevant parties
		4.2 Participate in debriefing/evaluation in order to improve future operations and address individual's needs
		4.3 Formulate and review contingency planning to identify and select improved or alternative management principles and procedures as required

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Working knowledge of communication systems, equipment and methods as available in the remote situation

Understanding of OHS principles

Infection control principles and procedures, including use of standard precautions

Principles of identifying and preparing area for safe evacuation (including aero-medical evacuation)

Principles for evaluating management options relating to transporting casualty and/or waiting for assistance

Principles of preparing for providing first aid in an area remote from ready assistance, including identifying and preparing supplies to address contingencies specific to different types of situation

Awareness of stress management techniques and available support

Essential skills:

Ability to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Conduct an initial casualty assessment in a remote situation

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or state/territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own level of skills and knowledge

Use available communication methods and equipment to access medical assistance

Evaluate available options for transporting or maintaining condition of casualty

Transport casualty safely using available methods

Use available resources effectively to manage pain

Administer medication under direct instruction from an authorised health worker and in accordance with State/Territory regulations, legislation and policies

Demonstrate:

safe manual handling

adequate infection control procedures, including standard precautions

identification and preparation of area for safe evacuation (including aero-medical evacuation)

Prepare a written incident report or provide information to enable preparation of an incident report

Improvise treatment and associated resources

Undertake contingency planning in relation to providing a first aid response in a remote situation

Interpret and use listed documents

Communicate effectively and assertively and show leadership in an incident

Accurately listen to, clarify and apply medical instructions

Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols

Make prompt and appropriate decisions relating to managing an incident in a remote situation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Critical aspects of assessment:	Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit Competence should be demonstrated working individually and, where appropriate, as part of a first aid team Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, Australian Resuscitation Council and industry guidelines Assessment should utilise aspects of actual or simulated remote situation relevant to work or community context
Method of assessment may include:	Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge Skills may be assessed through simulations, using anatomical models, manikins or in a high fidelity simulation centre
Access and equity considerations:	All workers in the health industry should be aware of access and equity issues in relation to their own area of work All workers should develop their ability to work in a culturally diverse environment In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any 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.

Contextualisation to address specific requirements may include:	Focus on first aid management of specific types of injury First aid provision under specific constraints or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)
Preparation for isolated/remote travel may include:	Selection of relevant communication equipment Accessing relevant first aid supplies and resources to cater for environmental conditions Considering access/egress opportunities Notifying relevant authorities of travel plans
In remote/isolated situations consideration to travel or wait would depend upon:	Severity of injury Time required for medical assistance to arrive Whether movement might hinder rescue Advice given by authorised health worker

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Whether contact with medical and/or emergency services has been achieved
Documentation, **especially in remote/isolated situations may include recording**:	Time Location Description of injury First aid management Fluid/oral intake/output, including fluid loss via: blood vomit faeces urine Administration of medication including time, date, person administering, dose Vital signs
Authorised health worker may include:	Paramedic/ambulance officer General practitioner Nurse practitioner

Unit Sector(s)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ICAS1193B Connect a workstation to the internet

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to connect a workstation or networked computer to the internet. There may be benefit in concurrent learning with the following unit: • ICAU1128B Operate a personal computer The following units are linked and form an appropriate cluster: • ICAT1206B Check site security • ICAU1128B Operate a personal computer • ICAU1133C Send and retrieve information using web browsers and email • ICAU1204C Locate and use relevant on line information • ICAU1213C Conduct on line transactions No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Determine requirements of internet connection	1.1. Determine the purpose and intended use for the ***internet connection*** 1.2. Determine and decide on the type of ***internet connection*** needed to fulfil ***business requirements***
2. Create account with internet service provider (ISP)	2.1. Compare and analyse different internet service provider ***features*** 2.2. Choose the most appropriate ***internet service provider*** based on ***business requirements*** and create an account 2.3. Configure the ***internet connection*** on the ***computer*** using the relevant ***software***

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. Make and test ISP connection	3.1. Select the modem or other ***connection*** device based on ***business requirements*** 3.2. Install and test the modem or ***connection device*** in accordance with ***vendor instructions*** and ***operating system***
4. Load browser software	4.1. Select and install ***internet browser software*** with consideration to the operating environment 4.2. Configure ***internet browser software*** as required by ***operating system*** and personal preference
5. Connect workstation to the internet	5.1. Connect ***workstation*** to the ***internet*** through the existing ***internet connection*** and confirm functionality 5.2. Launch ***internet browser software*** to enable access to the ***internet*** and confirm functionality

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Operating a personal computer • Keyboarding skills • Mouse operation
Required knowledge
• The range of internet service providers (ISPs) and the varying plans, technologies and services they offer • The range of different internet connections available, including strengths and weaknesses of these options • Current browser software • The operation of the world wide web, web pages and directories • FTP connections

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to connect a workstation to the internet. To demonstrate competency in this unit the learner will require access to: • Personal computer • Internet connection • Modem or other connectivity device
Context of and specific resources for assessment	The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform a defined range of activities many of which may be routine and predictable. Assessment must ensure: • 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.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAT1206B Check site security • ICAU1128B Operate a personal computer • ICAU1133C Send and retrieve information using web browsers and email • ICAU1204C Locate and use relevant on-line information • ICAU1213C Conduct on-line transactions An individual demonstrating this competency would be able 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 and information • Maintain knowledge of industry products and services

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Internet connection may include:	• dial-up • cable • ISDN • broadband • satellite
Business requirements may include:	• speed of access • money available • technical support required • other specific internet needs
Features may be in relation to:	• cost • connectivity • services • connection type • support
Workstation may include:	• personal computers • networked computers • laptops
Software may include but is not limited to:	• commercial • in-house • packaged or customised software
Connection device may include but is not limited to:	• ADSL modem • cable modem • ISDN
Vendor instructions may include:	• user manual • written instructions from meetings • verbal request • help desk
Operating system may include but is not limited to:	• Linux 7.0 or above • Windows 2000 or above • Apple OS X or above
Internet browser software may	• Netscape Navigator

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
include but is not limited to:	• Internet Explorer • Mozilla • Opera • Galleon • Phoenix • Konqueror • Lynx
Internet	• An interconnected system of networks that connects computers around the world via TCP/IP or FTP protocols

Unit Sector(s)

Unit sector	Support

Co-requisite units

Co-requisite units		

Competency field

Competency field	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ICAS2017B Maintain system integrity

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to protect and secure standalone or client server environments. The following units are linked and form an appropriate cluster: • ICAS2008B Maintain inventories for equipment, software and documentation • ICAU2005B Operate computer hardware • ICAU1131B Operate a database application No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Carry out system backup	1.1. Create and/or review organisational ***back-up schedule*** 1.2. Determine ***storage media*** and ***hardware*** for back-ups 1.3. File back-ups are carried out according to the schedule 1.4. Label and store back-ups according to ***organisational standards*** 1.5. Maintain records of back-ups
2. Restore system backup	2.1. Determine and test restoration procedures according to ***organisational standards*** 2.2. Restore data under instruction from an ***appropriate person*** 2.3. Restore data according to ***organisational standards*** 2.4. Document and report on back-up results

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. Carry out virus scanning	3.1. Maintain ***virus protection*** software and updates depending on the ***operating system*** in use 3.2. Scan for and report detected viruses to ***appropriate person*** and remove the viruses
4. Follow copyright procedures and record software licences where appropriate	4.1. Identify ***licensed software*** used by the organisation 4.2. Maintain records of licence number and location 4.3. Monitor the operation and use of ***licensed software*** where applicable 4.4. Check personal computers and networks to ensure software compliance 4.5. Report licensing anomalies related to ***software*** to an ***appropriate person***

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Communication skills in relation to presentation of information
- Basic diagnostic skills in relation to system integrity
- Questioning and active listening for clarifying instructions
- Basic analytical skills in relation to system integrity
- Problem solving skills for a defined range of predictable problems
- Problem solving in regard to known problems in routine procedures
- Research skills for identifying broad features of current viruses and best practice in virus protection

Required knowledge

- Software copyright and General Public Licence (GPL)/copyright responsibilities
- Broad knowledge of system performance
- Broad knowledge of maintenance procedures
- Broad knowledge of inventory procedures
- Restore procedures
- Broad knowledge of storage and retrieval guidelines
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
• Broad knowledge of diagnostic tools • Broad knowledge of current viruses and protection methods

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to protect and secure standalone or networked client server environments and operating systems according to system maintenance procedures. Undertaking file back-up, restore, delete and archive are carried out according to back-up and restore procedures. To demonstrate competency in this unit the learner will require access to: • Back-up guidelines • Anti-virus software • Workstation
Context of and specific resources for assessment	The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied. Assessment must ensure: • Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	characteristic. • 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.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAU2005B Operate computer hardware • ICAS2008B Maintain inventories for equipment, software and documentation • ICAU1131B Operate a database application

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
	An individual demonstrating this competency would be able 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 • Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Hardware may include:	• personal computers • networked systems • tools to perform back-ups such as tapes • streamers • floppy disks
Back-up schedule may occur on:	• evenings • weekdays • weekends • monthly • yearly • or a combination
Licensed software may include:	• single user licences • corporate licences

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT	
	• educational licences • user-restrictive licences • shareware licences
Operating system may include but is not limited to:	• Linux 6.0 or above • Windows 98 or above • Apple OS 8 or above
Storage media may include but is not limited to:	• diskettes (floppy disks) • CDs • CD-RW (compact disks-read write) • DVD RW • zip disks • solid state hard drives
Appropriate person may include"	• supervisor • teacher • authorised business representative • client
Software may include but is not limited to:	• commercial, in-house, packaged or customised software
Organisational standards may include but are not limited to:	• security procedures • back-up procedures • restore procedures • virus scanning and removal procedures • software licence documentation • reporting of non-compliance software • GPL/copyleft licences
Virus protection may include but is not limited to:	• McAfee • Panda AntiVirus • Protector Plus Antivirus • Symantec Norton Antivirus • Command Antivirus • Vet. AMIvirus

Unit Sector(s)

Unit sector	Support

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

Competency field

Competency field	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

MEM18001C Use hand tools

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers using a range of hand tools for a variety of general engineering applications.

Application of the Unit

Application of the unit	Applications may include hand tools used for adjusting, dismantling, assembling and finishing of items or components, and the finishing, cutting, scraping of metallic and non-metallic material to size and shape. This includes simple tapping and threading and routine maintenance of hand tools. This unit should not be selected if the hand tool is dedicated to a single operation or machine and if only a machine specific/customised tool is used. When using hand held power tools or power tools used for hand held operations, refer to Unit MEM18002B (Use power tools/hand held operations). **Band**: **A** **Unit Weight**: **2**

Licensing/Regulatory Information

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Use hand tools	1.1. Hand tools are selected appropriate to the task requirements. 1.2. Hand tools are used to produce desired outcomes to job specifications which may include finish, tension, size or shape. 1.3. All safety requirements are adhered to before, during and after use. 1.4. Unsafe or faulty tools are identified and marked for repair according to designated procedures before, during and after use. 1.5. Routine maintenance of tools, including hand sharpening is undertaken according to standard

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	operational procedures, principles and techniques. 1.6. Hand tools are stored safely in appropriate location according to standard operational procedures and manufacturers' recommendations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
Look for evidence that confirms skills in: • reading and following information on standard operating procedures • following verbal instructions • selecting hand tools appropriate to the task • using hand tools safely • identifying hand tool defects and marking for repair • maintaining/sharpening hand tools using appropriate techniques • storing hand tools in accordance with manufacturers'/standard operating procedures
Required knowledge
Look for evidence that confirms knowledge of: • applications of different hand tools in a general engineering context • common faults and/or defects in hand tools • procedures for marking unsafe or faulty tools for repair • routine maintenance requirements for a range of hand tools • storage location and procedures for a range of hand tools • hazards and control measures associated with using hand tools • use and application of personal protective equipment • safe work practices and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	A person who demonstrates competency in this unit must be able to use hand tools for a range of general engineering applications.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with using hand tools or other units requiring the exercise of the skills and knowledge covered by this unit.
Method of assessment	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.
Guidance information for assessment	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Hand tools	Hacksaws, hammers, punches, screwdrivers, sockets, wrenches, scrapers, chisels, gouges, wood planes and files of all cross-sectional shapes and types
Job specifications	Finish, tension, size or shape etc.
Routine maintenance	Cleaning, lubricating, tightening, simple tool repairs, hand sharpening and adjustments using engineering principles, tools, equipment and procedures

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field	Maintenance and diagnostics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

MEM18002B Use power tools/hand held operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers using a range of hand held power tools and fixed power tools for hand held operations for a variety of general engineering applications.

Application of the Unit

Application of the unit	This unit applies to loosening and fastening items or components and shaping, finishing, cutting, grinding metallic and non-metallic materials and/or tool bits to size and shape. This unit should not be selected if the power tools used are dedicated to an operation or machine, e.g. nut-runner, air drill, power driver, etc. For using hand tools, see Unit MEM18001C (Use hand tools). **Band**: **A** **Unit Weight**: **2**

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Use power tools	1.1. Power tools are selected appropriate to the task requirements. 1.2. Power tools are used for a determined sequence of operations - which may include clamping, alignment and adjustment to produce desired outcomes - to job specifications which may include finish, size or shape. 1.3. All safety requirements are adhered to before, during and after use. 1.4. Unsafe or faulty tools are identified and marked for repair before, during and after use according to designated procedures. 1.5. Operational maintenance of tools, including hand sharpening, is undertaken according to standard

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	workplace procedures, principles and techniques. 1.6. Power tools are stored safely in appropriate location according to standard workshop procedures and manufacturers' recommendations.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
Look for evidence that confirms skills in: • reading and following information on standard operating procedures • following verbal instructions • selecting power tools appropriate to the task • using power tools safely • using clamping/securing devices • identifying power tool defects • maintaining power tools using appropriate techniques • sharpening tools/tool bits within the scope of this unit • storing power tools according to manufacturers'/ standard operating procedures.
Required knowledge
Look for evidence that confirms knowledge of: • application of different power tools • clamping/securing methods • adjustments/alignments to a range of power tools • common faults and/or defects in power tools • procedures for marking unsafe or faulty power tools for repair • routine maintenance requirements of a range of power tools • tool sharpening techniques for a range of power tools • storage location and procedures of a range of power tools • hazards/control measures associated with power tools • use and application of personal protective equipment • safe work practices and procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	A person who demonstrates competency in this unit must be able to use power tools/hand held operations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with using power tools/hand held operations or other units requiring the exercise of the skills and knowledge covered by this unit.
Method of assessment	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning should not require language, literacy and numeracy skills beyond those required in this unit. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE	
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Power tools	Electric or pneumatic/hydraulic drills, grinders, jigsaws, nibblers, cutting saws, sanders, planers, routers, pedestal drills and pedestal grinders
Clamping	Multigrips, vices, jigs and fixtures, clamps etc.
Job specifications	Finish, size or shape etc.
Operational maintenance	Hand sharpening, cleaning, lubricating, tightening Simple tool repairs and adjustments using engineering principles, tools, equipment and procedures to statutory and regulatory requirements

Unit Sector(s)

Unit sector	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Co-requisite units

Co-requisite units		

Competency field

Competency field	Maintenance and diagnostics

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

PUAWER004B Respond to workplace emergencies

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the competency required to recognise emergencies in the workplace, to report emergencies and to take appropriate action.

For this unit workplace is defined as the area encompassed by an individual's responsibilities.

This unit:

- applies to all personnel within an organisation
- has been developed to cover the broad range of ***emergencies*** and ***workplaces*** as considered in Australian Standard 37452002
- is part of a suite of eleven workplace emergency response units of competency that has three streams
- is part of the workplace evacuation stream.

Application of the Unit

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s Nil

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.	Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Prepare for emergency situations**	1.1 Current workplace emergency procedures to be used by employees and other workplace occupants are identified and followed 1.2 Emergency resources in the workplace are identified and located 1.3 ***Emergency response exercises*** are participated in according to workplace emergency procedures
2. **Report emergencies and potential emergencies**	2.1 Emergencies and potential emergencies are identified and reported according to workplace emergency procedures 2.2 People in any immediate danger from the emergency or potential emergency are alerted according to workplace emergency procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3. **Respond to emergency warnings and advice**	3.1 ***Emergency warnings*** and advice are responded to according to workplace emergency procedures 3.2 ***Instructions*** from emergency control response personnel are complied with during an emergency 3.3 Sources of additional information are identified and information is sought from relevant people if the situation is not clear
4. **Evacuate from the work area**	4.1 Need to evacuate from the work area is determined according to the level of immediate danger or instruction issued under the workplace emergency procedures 4.2 Work area is prepared for evacuation according to workplace emergency procedures and the nature of the emergency 4.3 Area of danger is evacuated according to workplace emergency procedures 4.4 Where it is safe to do so, assistance is provided to ***people who may require assistance*** 4.5 Evacuation procedures and instructions from emergency control organisation or ***emergency response personnel*** are followed 4.6 Alternative pathways or methods of evacuation are identified, assessed and chosen according to workplace emergency procedures if usual means of evacuation are blocked or endangered 4.7 Communication systems are used according to workplace procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- communicate effectively in an emergency situation as outlined in the workplace emergency procedures
- identify an emergency/potential emergency

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

Required Knowledge

- circumstances where evacuation may need to be modified
- emergency reporting systems and procedures used on site
- emergency warning system, signals and instructions used on site
- evacuation alarms and workplace emergency procedures used at the workplace
- location of assembly areas and post-evacuation actions
- location of emergency equipment in the workplace
- procedures for reporting emergencies
- roles, responsibilities and authority of emergency personnel, emergency control organisation and emergency response team
- types of emergencies, the hazards and the evacuation actions associated with each one

Evidence Guide

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to apply workplace procedures; to maintain own safety and the safety of others in emergency situations; and to follow workplace emergency procedures and the advice of emergency control organisation members **Consistency in performance** Competency should be demonstrated over time with a range of emergencies that could be expected in the workplace including assisting people who may need assistance
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed in the workplace or in a simulated workplace **Specific resources for assessment** Access to: • scenarios that reflect a range of emergency

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	situations that may be expected in the workplace • appropriate emergency resources • range of communication equipment relevant to the workplace • workplace emergency procedures and documentation
Guidance information for assessment	Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Emergencies must include those emergencies identified by the workplace hazard analysis, which may include	Animal or livestock emergencies Bomb threat Building invasion/armed invasion Chemical, biological and radiological Civil disorder Criminal acts Cyclones, including storm surge Deliberate self-harm Earthquake Failure of utilities Fire Flood Hazardous substances incidents Hostage situations Industrial accident Letter bomb Medical emergency

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	Severe weather/storm damage Structural instability Terrorism Transport accident Toxic emission Veterinary emergencies Wildfire
Workplaces include	Workplaces, buildings and structures as outlined in Australian Standard 37452002
Emergency response exercises may include	Briefings Debriefings Emergency exercises, simulations and reviews Table/desk top exercises
Emergency warnings may include	Audible/visual alarms Audible or vibrating pagers Coded or uncoded public address announcements E-mail Screen alerts Stench alarms
Providing assistance to people who may require assistance is part of the indemnification as specified in AS 37452002 and may include	Guidance Reassurance Support
People who may require assistance may include	Babies and children People with a mobility, intellectual, visual, auditory or sensory impairment, either temporary or permanent, who require assistance during an emergency response People from diverse cultural and linguistic backgrounds People who are injured People who are not able to comprehend the instructions given

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	Pregnant women
Instructions may include	To evacuate
	Not to evacuate
	To partially evacuate
	Alternative evacuation
	Any guidance from emergency response team
	Designated assembly area
	Evacuation routes and destination
	Not to re-enter the evacuated area until directed by emergency personnel
	Protection in place/lockdown
	Use of response equipment
Emergency response personnel may include	Emergency control organisation members
	Counsellors
	Emergency response team members
	Police, fire and emergency services
	Peer support
	Recovery team
Emergency response personnel may be identified through	Prior advice
	Publicity eg armbands, helmets, caps, hats, uniforms, tabards, vests or other distinguishing/distinctive clothing
	Workplace procedures

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

RIISAM204A Operate small plant and equipment

Modification History

Not applicable.

Unit Descriptor

This unit covers the operating of a range of small plant and equipment in resources and infrastructure industries. It includes the planning and preparation for work, the conducting of pre-operational checks, the use of the plant and/or equipment, and carrying out operator maintenance and cleaning up.

Application of the Unit

This unit is appropriate for those working in operational, service and maintenance roles, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare	1.1. Access, interpret and apply ***compliance documentation*** relevant to operate small plant and equipment 1.2. Obtain, confirm and apply ***work instructions*** for the allotted task 1.3. Obtain, confirm and apply to the allotted task ***safety requirements*** from the site safety plan and organisational policies and procedures 1.4. Select plant, tools and equipment to carry out tasks are consistent with the requirements of the job 1.5. Identify, confirm and apply to the allotted task ***environmental protection requirements*** from the project environmental management plan
2. Conduct pre-operational checks	2.1. Select fuel and lubricants according to manufacturer's specifications 2.2. Check and adjust fuel, oil, hydraulic fluid and water levels according to manufacturer's manual 2.3. Secure/tighten and maintain bolts, nuts, guards and attachment couplings in accordance with manufacturer's instructions 2.4. Check and adjust function of controls and gauges where necessary to comply with manufacturer's manual 2.5. Conduct standard start-up and shutdown procedures according to requirements of operator's manual
3. Use small plant and equipment	3.1. Identify site hazards associated with ***small plant and equipment*** operations and establish appropriate controls in accordance with the requirements of the site safety plan 3.2. Identify and apply operating techniques for small plant and equipment to achieve optimum output in accordance with

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	manufacture's design specifications while maintaining specified tolerances 3.3. Operate machine to produce results within design specifications to meet specified tolerances 3.4. Safely locate plant and equipment when not in immediate use
4. Carry out operator maintenance	4.1. Shutdown plant/equipment and prepare it for ***maintenance*** as per manufacturer's manual and organisational requirements 4.2. Conduct inspection and fault finding in accordance with the manufacture's specifications and/or organisational requirements 4.3. Remove and replace defective parts safely and effectively according to manufacturer's manual and organisational requirements 4.4. Carry out regular programmed maintenance tasks in accordance with the manufacturer's and/or organisational requirements
5. Clean up	5.1. Clear work area and dispose of or recycle ***materials*** in accordance with project environmental management plan 5.2. Clean, check, maintain and store plant, equipment and tools in accordance with manufacturer's recommendations and standard work practices

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.
Required skills
Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to operate small plant and equipment: • apply legislative, organisation and site requirements and procedures • apply clear and direct speaking and active listening skills • apply teamwork to a range of situations, particularly in a safety context

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

• apply problem solving techniques, particularly in teams and in dealing with safety issues • interpret and apply information • show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work placements • manage time, particularly in organising priorities and planning work • take responsibility for self organisation of work priorities • use a range of mediums to learn
Required knowledge
Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to operate small plant and equipment : • small plant and equipment types, characteristics, technical capabilities and limitations • basic soil types and characteristics • site and equipment safety requirements • small plant and equipment operating techniques related to essential tasks • operational, maintenance and basic diagnostic procedures • site isolation and traffic control responsibilities and authorities • materials safety data sheets (MSDS)and materials handling methods • project quality requirements • industry and site specific terminology • JSA's/Safe work method statement

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following: • knowledge of the requirements, procedures and instructions to operate small plant and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	equipment • implementation of requirements, procedures and techniques for the safe, effective and efficient operating of small plants and equipment • working with others to operate small plants and equipment that meets all of the required outcomes • consistent timely operating of small plants and equipment that safely, effectively and efficiently meets the required outcomes
Context of and specific resources for assessment	• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery environment to sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	knowledge and skill and practical application using more than one of the following assessment methods:
	• written and/or oral assessment of the candidate's required knowledge
	• observed, documented and/or first hand testimonial evidence of the candidate's:
	  • implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes
	  • consistently achieving the required outcomes
	• first hand testimonial evidence of the candidate's:
	  • working with others to operate small plants and equipment

Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.	
Relevant compliance documentation may include:	• legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • code of practice • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
Work instructions may include:	• verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawings,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	memos, materials safety data sheets (MSDS) and diagrams or sketches • plans and specifications • quality requirements, including dimensions, tolerances, standards of work and material standards • safe work procedures related to the operation of small plant and equipment on construction sites

Safety requirements may include:	• protective clothing and equipment
	• use of tools and equipment
	• workplace environment and safety
	• handling of materials
	• use of fire fighting equipment
	• use of First Aid equipment
	• hazards and risks control, including:
	  • uneven/unstable terrain
	  • trees
	  • fires
	  • overhead and underground services
	  • bridges
	  • buildings
	  • traffic
	  • embankments
	  • excavations and cuttings
	  • structures and
	  • hazardous materials and substances
	• safe operating procedures
	  • underground and overhead services
	  • other machines
	  • personnel restricted access barriers
	  • traffic control
	  • working at heights
	  • working in proximity to others
	  • worksite visitors and
	  • the public
	• emergency procedures, including:
	  • emergency shutdown and stopping
	  • extinguishing equipment fires
	  • organisational First Aid requirements and
	  • evacuation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Environmentalprotection requirements may include:	• organisational/project environmental management plan • waste management • water quality protection • noise, vibration and dust management and • clean-up management
Small plant and equipment may include the use of:	• compressors, concrete mixers, pedestrian rollers, water pumps, brick/masonry saws, jack hammers, kanga hammers, generator sets, lighting sets, vibrating plates, plate compactors, quick cut saws, concrete vibrators, pedestrian rollers, concrete saws and generators, industrial wet and dry vacuum cleaners, pallet trolleys, terrazzo grinders, hoists, brush-cutters and mowers
Operator maintenance is to include:	• cleaning • authorised servicing • the monitoring, recording and reporting of faults
Operator maintenance may also include:	• the conduct of authorised minor replacements
Materials may include:	• water • clays, silts, stone, gravel, mud, rock sand, topsoil • bituminous mixes • timber • fuels and oils • power leads • replacement parts and consumables

Unit Sector(s)

Service and Maintenance

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTE3601A Install irrigation systems

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of installing pressurised irrigation systems. It requires the ability to organise resources for installation work, set out and prepare site, install irrigation components, complete installation work, commission irrigation systems and communicate with work team members, supervisors, contractors and consultants. Installing irrigation systems requires knowledge of methods and techniques of irrigation, components of an irrigation system, behaviour of water on varying terrain and soil types, soil water retention testing techniques and soil characteristics, and enterprise OHS procedures.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Organise resources for installation work	1.1 **Materials, tools, equipment and machinery** are selected according to the irrigation system design requirements and enterprise work procedures.
	1.2 The construction site for the **irrigation system** and construction method is identified according to the site and irrigation system plans and **enterprise work procedures**.
	1.3 Parts and **equipment** delivered to site are checked according to system drawings and specifications.
	1.4 Pre-operational and safety checks are carried out on tools, equipment and machinery according to manufacturers specifications and enterprise work procedures.
	1.5 **OHS hazards** are identified, risks assessed, controls implemented and reported to the supervisor.
	1.6 Suitable **safety** and **personal protective equipment (PPE)** are selected, used and maintained.
	1.7 **Water supply** is checked to ensure that it is compatible with system specifications.
2 Set out and prepare site	2.1 Measurement and marking out of irrigation lines are consistent with the plan.
	2.2 Trenches where constructed are at the specified depth without damage to services, facilities, features and established plants.
	2.3 Equipment operation and work practices conform to enterprise and legislative **OHS requirements**.
	2.4 Regulations and legislation relevant to the situation are observed.
	2.5 Work practices reflect sustainable horticulture principles and respond to local community requirements.
3 Install irrigation components	3.1 Plan is interpreted and where applicable, contractors are supervised and work is monitored to conform to the plan.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		3.2 Components are assembled and connected according to the plan, joints are completed and tested according to manufacturers specifications.
		3.3 Fittings and valves are fitted and adjusted to the requirements of the installation plan, and all joints are secured according to enterprise guidelines.
		3.4 A **clean and safe work area** is maintained while installation work is carried out.
		3.5 Tools appropriate to the task being undertaken are chosen and used according to guidelines and safe working practices are employed.
4	Complete installation work	4.1 Earthworks are finished off to plan specifications and enterprise work procedures.
		4.2 The system configuration and capacity matches the installation plan.
		4.3 The site is restored and **waste material** is removed from the site and disposed of in an environmentally aware and safe manner according to enterprise work procedures.
		4.4 Tools, equipment and machinery are cleaned, maintained and stored according to enterprise work procedures
5	Commission irrigation system	5.1 Start-up sequence is in accordance with operations manual.
		5.2 System is flushed as required.
		5.3 Operating faults are identified and corrective actions taken according to the operations manual.
		5.4 **Testing** and monitoring equipment are calibrated to manufacturers specifications.
		5.5 Work outcomes are recorded or reported to the supervisor according to enterprise work procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in installing an irrigation system requires evidence that a person is able to prepare for installation, set out the installation works, install and test the irrigation system, and clean up the site.

The skills and knowledge required to install an irrigation system must be **transferable** to a different work environment. For example, this could include different types of irrigation systems and components, water supplies, soil types and enterprises.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

methods and techniques of irrigation

components of an irrigation system

characteristics and operation of joints, valves and sprinkler components

operation of pumps and water flow rates

behaviour of water on varying terrain and soil types

soil water retention testing techniques

water quality and water filtration techniques

calculations for installing irrigation systems

soil characteristics

enterprise OHS procedures.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

organise resources for installation work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	set-out and prepare site
	install irrigation components
	complete installation work
	commission irrigation system
	communicate with work team members, supervisors, contractors and consultants
	implement and follow relevant enterprise OHS and environmental policies and procedures.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**1**) be applied?	Written, oral and telecommunication of ideas and information with the work group, supervisor, contractors or consultants relating to installation activities and problems.
2. How can **information be collected**, **analysed and organised** (**1**)?	Enterprise work procedures and site and irrigation system plans should be consulted, interpreted and applied to co-ordinate installation activities with further clarification sought from the supervisor when necessary.
3. How are **activities planned and organised** (**1**)?	Co-ordinating work activities for the work group, contractors and self, prior to and during the installation program.
4. How can **team work** (**1**) be applied?	Facilitating and leading work group members to complete the installation to specification.
5. How can the use of **mathematical ideas and techniques** (**1**) be applied?	Measuring materials and interpreting specifications for the irrigation installation.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

6. How can **problem-solving skills** (**1**) be applied?	Dealing with problems imposed by site characteristics or when system operation doesn't meet specifications.
7. How can the **use of technology** (**1**) be applied?	Applying design specifications, communicating and keeping records.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What **materials** may be required to install a drainage system?	Materials may include irrigation system components, glues, welds, and construction and backfill materials.
What **tools**, **equipment and machinery** may be required?	Tools, equipment and machinery may include surveying and levelling equipment such as automatic level, laser level, dumpy level, Cowley level, staff, boning rods, pegs, notebook, pencil and calculator; hand tools such as rakes, shovels, spades, rollers, wheelbarrows, hoses and hose fittings; machinery such as bobcats, ditch witches, backhoes, front-end loaders, graders, mechanical rollers, trucks, hydraulic trailers, and tractors and 3-point linkage equipment, pumps and pump fittings, and fitting and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	welding tools appropriate to the irrigation system.
What **irrigation systems** may apply to this standard?	Irrigation systems may include mains pressure, low pressure, below ground, above ground, spray systems, dripper, and capillary systems.
What **enterprise work procedures** may apply to this standard?	Work procedures may include supervisors oral or written instructions, installation program, enterprise standard operating procedures (SOPs), specifications, routine maintenance schedules, work notes, product labels and Material Safety Data Sheets (MSDS), manufacturers service specifications and operators manuals, waste disposal, recycling and re-use guidelines, and OHS procedures.
What **irrigation equipment** may apply to this standard?	Irrigation equipment may include pumps, motors, delivery equipment, sprays, system controllers, injectors, tensiometers, probe tubes, flow meter, pressure gauge, computer and/or other scheduling devices, recycling equipment, and spray equipment.
What **OHS hazards** may be associated with the installation of drainage systems?	Hazards may include disturbance or interruption of services, solar radiation, dust, noise, soil and waterborne micro-organisms, chemicals and hazardous substances, manual handling, moving vehicles, machinery and machinery parts, uneven surfaces and flying and falling objects.
What **safety equipment** may be required?	Safety equipment may include signage and barriers.
What **PPE** may be required to install drainage systems?	PPE may include hat, boots, overalls, gloves, goggles, respirator or face mask, face guard, hearing protection, sunscreen lotion and hard hat.
What types of **water supplies** are covered by this standard?	Water supplies may be underground, mains or surface storage including fixtures such as dams, bores, windmills, tanks, and channels.
What **OHS requirements** may be relevant to this standard?	OHS requirements may include identifying hazards, assessing risks and implementing controls, cleaning, maintaining and storing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	tools, equipment and machinery; appropriate use of PPE including sun protection, safe operation of tools, equipment and machinery, safe handling, use and storage of chemicals and hazardous substances, correct manual handling, basic first aid, personal hygiene and reporting problems to supervisors.
How may a **clean and safe work area** be maintained?	Tasks may include disabling unused tools, equipment and machinery and storing neatly out of the way of installation activities, safely storing materials on site, using signage and safety barriers during and removing after construction activities are completed, and swiftly and efficiently removing and processing debris and waste from the work area.
What **waste material** may be relevant to this standard?	Waste material may include unused construction and excavated materials, and plant debris, litter and broken components. Plant-based material may be mulched or composted, plastic, metal, paper-based materials may be recycled, re-used, returned to the manufacturer or disposed of according to enterprise work procedures. Waste may be removed to designated areas for recycling, reuse, return to the manufacturer or disposal.
What **testing equipment** may be relevant to this standard?	Testing equipment may include pressure gauges and flow meters.

For more information on contexts, environmental implications and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTE3605A Troubleshoot irrigation systems

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of troubleshooting faults and blockages in irrigation systems. It requires the ability to read and apply system specifications, technical manuals and supply/spare parts inventories, operate, maintain and repair irrigation systems, and record and report maintenance activities. Troubleshooting faults and blockages in irrigation systems requires knowledge of characteristics and operation of replaceable components of irrigation systems, system malfunctions and their likely causes, isolation procedures and OHS and environmental guidelines.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Locate and identify faulty components and blockages	1.1 **Irrigation system** and **component** function is determined by reference to system specifications and technical manuals.
	1.2 Monitoring and maintenance records are checked and reviewed.
	1.3 **Operational tests** are carried out in accordance with system specifications, technical manuals and **OHS** requirements.
	1.4 Faulty components and blockages are identified and documented according to enterprise policy and procedures.
2 Shut down/isolate component	2.1 Shut down sequence and isolation procedures are applied as required according to system specifications and technical manuals.
	2.2 Safe shut down or isolation is verified.
	2.3 Safety/security lock off devices and signage is installed according to enterprise policy and procedures.
3 Replace faulty components and clear blockages	3.1 **Access** to faulty components and blockages is arranged.
	3.2 Faulty components are removed from the system, according to system specifications and technical manuals, and repaired or **disposed** of in an environmentally responsible way.
	3.3 Replaceable components are selected from manufacturers catalogues and procured using enterprise procedures.
	3.4 Replacement components are installed to meet system specifications according to technical manuals.
	3.5 Replace faulty components and clear blockages are carried out without unnecessary damage to surrounding site and structures.
	3.6 Blockages are cleared or blocked sections are replaced according to enterprise, environmental and OHS procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4 Return system to normal operating status	4.1 Isolated or shut down components are returned to service.
	4.2 Operational tests are carried out according to system specifications, technical manuals and OHS requirements.
	4.3 System is returned to normal operational set up.
	4.4 Repair activities are reported and recorded according to enterprise policy and procedures

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in troubleshooting faulty components and blockages in irrigation systems requires evidence that a person can locate, isolate and replace faulty components and blockages and return the system to normal operating status.

The skills and knowledge required to troubleshooting faulty components and blockages in irrigation systems must be **transferable** to a different work environment. For example, this could include different systems, components, enterprise procedures and access difficulties.

What specific knowledge is needed to achieve the performance criteria?	Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below: identification, characteristics and operation of replaceable components of irrigation systems system malfunctions and their likely causes environmental impacts of irrigation, using water from any ground or underground source

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	purchasing procedures isolation procedures enterprise policies and procedures irrigation OHS and environmental guidelines.
What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to: read and apply system specifications, technical manuals and supply/spare parts inventories record and report maintenance activities identify adverse environmental impacts of irrigation activities and appropriate remedial action operate, maintain and repair irrigation systems implement and follow relevant enterprise OHS and environmental policies and procedures.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**2**) be applied?	Order replaceable components from suppliers.
2. How can **information be collected**, **analysed and organised** (**2**)?	Collecting and assessing system performance data.
3. How are **activities planned and**	Organising shut down and repair activities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

organised (**2**)?

4. How can **team work** (**2**) be applied?	Checking and reviewing monitoring and maintenance records completed by others.
5. How can the use of **mathematical ideas and techniques** (**2**) be applied?	Interpreting system performance data and purchasing parts within budget.
6. How can **problem-solving skills** (**2**) be applied?	Identifying and replacing faulty components.
7. How can the **use of technology** (**2**) be applied?	Using computerised irrigation systems.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What **irrigation systems** might be relevant to this standard?	These may be pressurised irrigation systems such as micro-irrigation, spray irrigation or gravity fed irrigation systems. Micro-irrigation systems include mains pressure, low pressure, below or above ground, sprays systems, drip emitter trickle, t-tape, mini-sprinklers, capillary, ebb and flow, and flood systems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Spray irrigation systems include travelling irrigators (soft hose, hard hose boom type) centre pivot, linear move, powered side roll hand shift permanent (installed), and bike shift/easy shift. Gravity fed irrigation systems include border check, contour irrigation, furrow irrigation, hillside flooding and basin irrigation. Border check systems may be either permanent or temporary earth, plastic or concrete devices for insertion in a drain for reticulating water, contour banks used to collect and distribute water along the perimeter of an irrigation plot, contour banks within a plot to collect/distribute water or larger scale systems to stop water exiting one area to another. Irrigation systems may range from manual operation and monitoring to fully automated with computer control and monitoring.
What faulty **components** or system parts might need to be replaced?	These may vary according to brand and supplier and may include, but not be limited to, injectors, pumps, tensiometers, probe tubes, flow meter, pressure gauge, controllers, solenoid valves, wiring, quick coupling valves (QCV), computer and/or other scheduling devices, pipes, jets, micro jets, laterals, sprinklers, emitters, integrated dripline "thin wall", seals, outlets and gears.
What **operational tests** of the system may be conducted?	These may include pressures, flow rates, sprinkler performance, calculation of co-efficient of uniformity and distribution uniformity.
What might be the **OHS requirements** for maintenance activities?	Requirements may include systems and procedures for safe manual handling, outdoor work (including protection from solar radiation, dust and noise), selection, use and maintenance of relevant personal protective clothing and equipment, selection, care and safe use of hand tools and safe systems for the prevention of electrical injury.
What may be involved in gaining **access** to faulty components or blockages?	Gaining access may require specific approvals from property owners/managers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	and may involve excavation work.
How might faulty components be **disposed** of?	Disposal of faulty components must occur in an environmentally responsible way. For example, metal and plastic components may be recycled, returned to the manufacturer, or disposed of in accordance with enterprise procedures.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF2017A Prune shrubs and small trees

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of pruning shrubs and small trees. The work is likely to be undertaken from the ground. Aerial pruning from a ladder, an elevated work platform or from climbing ropes and rigging in a tree, are covered in separate units.

Pruning work is likely to be carried out under routine supervision with intermittent checking. Competency is demonstrated by the application of knowledge and skills to a range of pruning tasks and roles usually within established enterprise routines.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify pruning	1.1 Plants that require pruning from the ground are

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	requirements	identified according to **enterprise work procedures**.
		1.2 The **purpose** and method of pruning are determined according to enterprise work procedures.
		1.3 **Services** are located using site plans and in consultation with the supervisor.
		1.4 Access to the site is determined in consultation with the supervisor.
		1.5 **OHS hazards** are identified, **risks** assessed and reported to the supervisor.
2	Prepare for pruning	2.1 **Pruning tools and equipment** are selected according to the location, access and size of material to be pruned.
		2.2 Pre-operational and safety checks are carried out on pruning tools and equipment according to manufacturers specifications and enterprise work procedures.
		2.3 Pruning tools and equipment are **prepared** for use.
		2.4 Suitable **safety** and **personal protective equipment (PPE)** is selected, used and maintained.
3	Undertake pruning of shrubs and small trees	3.1 Safety equipment is erected around the pruning site during and between work periods.
		3.2 Plant material to be pruned or removed is identified according to the pruning program.
		3.3 The pruning program is undertaken according to enterprise work procedures and **OHS requirements**.
		3.4 Pruning tools and equipment are operated safely and effectively.
		3.5 Where required, **hygiene practices** are observed during pruning operations.
4	Complete pruning shrubs and small trees	4.1 **Prunings** and waste material removed from the site are disposed of in an environmentally aware and safe manner according to enterprise work procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4.2 Correct manual handling techniques are used when lifting or moving heavy loads.

4.3 Pruning tools and equipment are cleaned, maintained and stored according to enterprise work procedures.

4.4 A **clean and safe area** is maintained throughout and on completion of work.

4.5 Work outcomes are recorded or reported to the supervisor according to enterprise work procedures.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in pruning shrubs and small trees requires evidence that a person using appropriate pruning tools and equipment can effectively achieve the desired tree and shrub forms in relation to appearance, capacity and vigour, yield quantities and clearance as required by individual enterprises.

The skills and knowledge required to apply pruning techniques must be **transferable** to different work environments. For example, pruning techniques from the ground are required for a range of stages of plant growth in a number of horticultural industries, including production, amenity horticulture, arboriculture and nurseries. The practical knowledge of techniques used to remove canes in a viticultural enterprise may be applied in a different context to removing wood from roses after flowering in a floricultural enterprise.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
1. practical awareness of the principles of pruning and the methods used to achieve plant management goals
2. effects on plant growth, habit and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	production levels of pruning operations in relation to the purposes of the enterprise 3. the purpose of tools and equipment used for pruning and the correct and safe use and care of these tools and equipment 4. the effect of outdoor climatic conditions (e.g., rain, hail, days of extreme heat and/or wind, or very high ultraviolet radiation), which may prevent or impede pruning programs, or influence the selection of pruning tools, equipment and safety equipment to minimise the hazards presented 5. awareness of the potential public nature of pruning work sites and the hazards and responsibilities associated with working in a publicly accessible situation 6. plant names, growth habits, flowering times and effect of pruning on fruit production 7. hygiene practices and plant health principles (e.g., CODIT) relevant to pruning.
What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to: 8. participate in teams and contribute to team objectives 9. understand work procedures 10. communicate with team members and supervisor 11. calibrate tools, estimate fuel levels, quantities of plant material to be pruned, such as counting buds or flowers to be retained along a branch or cane, and numbers of branches to be retained per plant or bay 12. minimise noise and dust to prevent nuisance-level environmental disturbance.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**1**) be applied?	Ideas and information relating to pruning activities, plant species and growth habits encountered should be discussed with other members of the work team and the supervisor.
2. How can **information be collected**, **analysed and organised** (**1**)?	The pruning site and surrounding area should be inspected visually and the information gained discussed with the work team and supervisor. Enterprise work procedures and site plans should be consulted, interpreted and applied to co-ordinate pruning activities with further clarification sought from the supervisor where necessary.
3. How are **activities planned and organised** (**1**)?	Equipment, materials and work procedures for pruning will need to be arranged before and between work periods and there may be some responsibility for co-ordinating work with others.
4. How can **team work** (**1**) be applied?	The pruning program may involve working with other members of a team to complete the program.
5. How can the use of **mathematical ideas and techniques** (**1**) be applied?	Simple numeracy in relation to shrub, tree and pruned material quantity and working hours, as they apply to daily performance, will be required.
6. How can **problem-solving skills** (**1**) be applied?	Problems in applying pruning methods to the aims of pruning or varying shrub and tree forms, workplace safety and other team members may arise during the pruning of shrubs and small trees.
7. How can the **use of technology** (**1**) be applied?	Technology may be applied in the preparation, use and maintenance of pruning tools and equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in particular training and assessment requirements may depend on the work situations available

What **enterprise work procedures** may apply to this standard?	Work procedures will be based on sound horticultural pruning principles and practices and may include supervisors oral or written instructions, the pruning program, enterprise standard operating procedures (SOPs), specifications, routine maintenance schedules, work notes; manufacturers service specifications and operators manuals; waste disposal, recycling and re-use guidelines; and OHS procedures.
For what **purpose** may shrubs and small trees be pruned?	The goals of pruning may include to shape, form, correct or control growth, prevent disease or damage, promote health, control capacity and vigour, manage the canopy and fruit and flower production, provide ornamental effects or aesthetic appeal, and provide clearance for services, access or cultural practices.
What **services** may need to be located?	Services may include above ground outlets for water supply, irrigation fittings, low overhead power (electricity) and telecommunications lines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

How may **OHS hazards** be identified?	Hazards may be identified through visual inspection of the area, understanding of site plans, and enterprise work procedures.
What **OHS hazards** may be associated with pruning shrubs and small trees?	Hazards may include disturbance or interruption of services, solar radiation, dust, noise, manual handling, moving powered equipment parts, sharp tools and equipment, uneven surfaces, and flying and falling objects.
What or who may be at **risk** from OHS hazards?	Hazards may pose a risk to workers, equipment, people and animals external to the workplace (such as members of the public, stray pets and wildlife) and the natural environment.
What ground based **pruning tools and equipment** may be used?	Tools and equipment may include ropes, handsaws, hand and battery-powered secateurs, pneumatic snips and compressor, hedge trimmers both manual and powered, small chainsaws and chippers.
What **preparation** may be required before use of pruning tools and equipment?	Preparation may include sharpening, cleaning and oiling.
What **safety equipment** may be required?	Safety equipment may include signage and barriers.
What **personal protective equipment** (**PPE**) may be required to undertake pruning of shrubs and small trees?	Personal protective equipment may include hat, boots, overalls, gloves, and halter, goggles, respirator or face mask, face guard, hearing protection, sunscreen lotion and hardhat.
What **OHS requirements** may be relevant to this standard?	OHS requirements may include identifying hazards, assessing and reporting risks, cleaning, maintaining and storing tools and equipment, appropriate use of personal protective equipment including sun protection, drinking to avoid dehydration, safe operation of tools and equipment, correct manual handling, basic first aid, personal hygiene and reporting problems to supervisors.
What **hygiene practices** may be required while pruning?	Hygiene practices may include sterilisation of tools between prunings of different plants, removal of debris as pruning work is

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	undertaken, washing hands and refraining from smoking to prevent virus transmission.
What materials may **prunings** include?	Prunings may include small to medium branches, foliage, leaves, sticks, buds, flowers, fruit, bark, plant debris and chipped material.
How may a **clean and safe area** be maintained?	Tasks may include keeping public access paths and roads clear of debris, waste, tools and equipment, disabling tools and equipment after use, using signage and barriers where necessary and removing debris and waste from the work area swiftly and efficiently.

For more information on contexts, environmental implications and variables for training and assessment refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF2204A Construct low-profile timber or modular retaining walls

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of constructing low profile timber or modular retaining walls in landscape settings. Construction work is likely to be performed under routine supervision with intermittent checking. Responsibility for some roles and co-ordination within a team may be required. Competency is demonstrated by the application of knowledge and skills in tasks such as marking out sites, preparing footings, and preparing and installing retaining wall components.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Plan and prepare work	1.1 **Work instructions** relating to constructing the retaining wall are interpreted and confirmed with the supervisor.
	1.2 **Services** are located according to site and construction plans.
	1.3 **Tools and equipment** are prepared and used according to the supervisor's instructions.
	1.4 The quantity and quality of **materials** are checked to ensure they conform to the requirements of the job.
	1.5 Manual handling and other **OHS hazards** are identified, risks assessed and reported to the supervisor.
	1.6 **Personal protective clothing and equipment** is selected, used and maintained.
2 Mark out site for retaining wall	2.1 The position of the retaining wall is marked out according to site and construction plans.
	2.2 The location and depth of excavations are determined from site and construction plans.
	2.3 Profiles are established to conform to the tolerances designated by the supervisor and/or site and construction plans.
	2.4 **Survey benchmarks** are established.
3 Prepare **footings** according to **industry standards**	3.1 Foundations for the retaining wall are excavated to depth and dimensions according industry standards.
	3.2 Soil and waste material are removed and stockpiled to ensure a safe working area.
	3.3 Reinforcing and/or steps in the excavated site are located and positioned according to industry standards.
	3.4 Pegs or levels are positioned to maintain even depth and horizontal plane to the top of footings.
	3.5 **Footings** are placed, consolidated and finished to determined levels, to ensure coverage of reinforcement as necessary and according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		industry standards.
4	Prepare and install retaining wall components	4.1 Components for installation are prepared and laid out.
		4.2 Components to be cut are marked out to length and/or shape and cut accurately to the requirements of profiles already established.
		4.3 Drainage media is installed according to supervisors instructions.
		4.4 Base layer of retaining wall is constructed to a point above the top of the drainage media and weep holes are formed where indicated.
		4.5 Fill material is back-filled and compacted behind base of retaining wall.
		4.6 Retaining wall components are constructed to dimensions, profiles and levels as outlined in the specified site and construction plans and/or according to supervisors instructions.
		4.7 Capping to top of retaining wall is set to specified levels with a tolerance appropriate to the style of capping.
5	Clean up site and store tools and equipment	5.1 Soil and waste material from the site is disposed of or recycled to minimise damage to the environment.
		5.2 Unused construction materials are stored and stacked for future re-use according to supervisors instructions.
		5.3 All tools and equipment are cleaned and stored according to supervisors instructions.

Required Skills and Knowledge

Not applicable.

Evidence Guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

What evidence is required to demonstrate competence for this standard as a whole?

Competence in constructing retaining walls requires evidence that work can be planned and prepared, that the retaining wall site can be marked out, footings and reinforcing can be located, components for the wall can be installed and the site can be cleared and cleaned up according to supervisors instructions.

The skills and knowledge required to construct retaining walls must be **transferable** to a different work environment. For example, this could include different construction materials, site slopes and locations, and soil types

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

1. different construction materials for retaining walls
2. construction approaches and methods
3. OHS responsibilities of employees
4. safe lifting practices for carrying large and heavy components
5. the environmental impact of soil disturbance when excavating an area to be retained and the environmental effects of altering water flow when installing retaining walls, with or without drainage media
6. methods of disposing of soil and waste materials in order to minimise damage to the environment
7. Building Code of Australia relating to constructing retaining walls.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

8. read and interpret site and construction plans
9. calculate the amount of materials required and accurately mark out the area to be retained
10. sort soil and waste material from the excavation site in an environmentally aware and sensitive manner, such as sorting it into

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

organic, inorganic and recyclable piles.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**1**) be applied?	Ideas and information regarding the tasks to be performed when constructing a retaining wall should be discussed with other members of the work team and/or the supervisor.
2. How can **information be collected**, **analysed and organised** (**1**)?	Site and construction plans and information regarding industry standards should be obtained from the supervisor and read and interpreted to undertake construction activities.
3. How are **activities planned and organised** (**1**)?	Activities using equipment and materials may need to be planned and organised to ensure completion of the project on time and within budget.
4. How can **team work** (**1**) be applied?	Teamwork may be necessary to complete specified tasks in the construction of a retaining wall.
5. How can the use of **mathematical ideas and techniques** (**1**) be applied?	Mathematical techniques should be used to measure and calculate construction areas and components.
6. How can **problem-solving skills** (**1**) be applied?	Problems may arise when interpreting site and construction plans or with the installation of footings and reinforcement.
7. How can the **use of technology** (**1**) be applied?	Equipment and machinery used for installing retaining walls may require the use of technology.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in particular training and assessment requirements may depend on the work situations available

What **work instructions** might be required for this standard?	Work instructions may include standard operating procedures (SOPs), specifications, work notes, manufacturers instructions, site plans, construction plans or verbal directions from the manager, supervisor, or senior operator.
What **services** may need to be located?	Services may include water supply, power (electricity), storm water, drainage and sewerage.
What **tools and equipment are** likely to be used when building retaining walls?	Tools and equipment may include timber or concrete saws, wheelbarrows, concrete mixers, hammers, mallets, and levels.
What **materials** are likely to be used when constructing a retaining wall?	Materials used may include timber and modular concrete units.
What **OHS hazards** may be associated with building retaining walls?	Hazards may include solar radiation, noise, heavy materials, sharp tools, uneven surfaces, holes and steep gradients.
What **personal protective clothing and equipment** may be required?	Personal protective clothing and equipment may include boots, gloves, overalls, sun hat, sunscreen lotion, goggles and earmuffs, knee

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	guards/pads.
What may be used as **survey benchmarks**?	Survey benchmarks may include a boundary line, a building or structure, a temporary benchmark or a datum point.
What type of **footings** may be required when constructing retaining walls?	Footings may include concrete, road rubble and quartz sand.
What **industry standards** may apply when constructing a retaining wall?	Industry standards may include the type, size and height of the retaining wall. Compliance with the Building Code of Australia requirements may be necessary when constructing retaining walls.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF2208A Lay paving

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of laying modular paving. Modular paving being pre-cut paving bricks that come in range of sizes and colours.

The work is likely to be under routine supervision with intermittent checking. Competency is demonstrated by the application of knowledge and skills to a range of setting out and laying tasks when paving.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan and prepare for paving work	1.1 Required **workplace information** is interpreted and confirmed with supervisor.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		1.2 **Tools and equipment** are prepared and used according to supervisors instructions.
		1.3 The quantity and quality of materials are checked to ensure they conform to the requirements of the job.
		1.4 **OHS hazards** are identified, risks assessed and reported to the supervisor.
		1.5 **Personal protective clothing** and equipment is selected, used and maintained.
2	Set out and prepare paving area	2.1 The area to be paved is marked out according to the **site plan.**
		2.2 The marked out area is checked with the supervisor for compliance with the site plan and **OHS requirements,** and adjusted where necessary.
		2.3 The reduced levels of the proposed paving area are calculated and pegged from the **survey benchmark** using the rise and fall method in a closed level run.
3	Undertake ground preparation	3.1 The area is excavated to shape, depth and dimensions to sub base level according to **minimal industry standards.**
		3.2 The sub base is trimmed to the designated level and falls to ensure that the final level of paving can be achieved.
		3.3 **Drainage systems** are constructed as necessary according to the site plan.
		3.4 Base material is placed and compacted to the required finished level according to minimal industry standards.
4	Lay bedding material	4.1 Bedding material is spread loosely over the area to ensure the designated bedding depth can be attained according to minimal industry standards.
		4.2 **Screed rails** are established to ensure the bedding course is maintained.
		4.3 Bedding material is levelled to the designated level and falls and in accordance with minimal industry

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		standards.
5	Lay **pavers** to a given pattern	5.1 Grid string lines are set to required levels to ensure the designated pattern of the project is attained, and to maintain straight lines of components.
		5.2 Pavers are set out to the required dimensions and pattern according to the site plan.
		5.3 Whole pavers are laid and compacted to the established finish level.
		5.4 Pavers are marked, cut and fitted to accurately fill gaps in the pattern within tolerances nominated within the site plan.
		5.5 **Permanent edge constraints** are installed to prevent movement of pavers.
6	Clean site and store tools and equipment	6.1 Paving is swept thoroughly to produce a clean and flat surface free of debris.
		6.2 Sand is spread evenly of the paved area and compacted to the finished level.
		6.3 Soil and waste material from the site is disposed of or recycled to ensure minimal impact on the environment.
		6.4 All tools and equipment are cleaned and stored according to supervisors instructions.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in laying pavers requires evidence that work can be planned and prepared, that the paving area can be set out, the ground can be prepared, bedding material can be laid, and pavers can be laid to a given pattern.

The skills and knowledge required to lay pavers must be **transferable** to a different work environment. For example, this could include different pavers, locations and paved

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

structures.

What specific knowledge is needed to achieve the performance criteria?	Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below: OHS responsibilities of employees OHS regulations regarding the erection of signs and barriers around the area to be paved the environmental impact of soil disturbance when preparing to pave, and the environmental effects of altering water flow when installing new drainage systems methods of disposing of soil and waste materials in order to minimise damage to the environment.
What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to: read, interpret and apply information from a site plan that is to scale calculate the amount of materials required, prepare the paving site, and follow a designated pattern install modular pavers sort soil and waste material from the excavation site in an environmentally aware and sensitive manner, such as sorting it into organic, inorganic, and recyclable piles.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**1**) be applied?	Ideas and information about the tasks to be performed when paving should be discussed with other members of the work team and/or the supervisor.
2. How can **information be collected**, **analysed and organised** (**1**)?	The instructions for the paving work should be interpreted, and clarification sought as necessary.
3. How are **activities planned and organised** (**1**)?	The paving tasks are applied in a logical order.
4. How can **team work** (**1**) be applied?	Teamwork may be required to complete specified paving tasks on time and within budget.
5. How can the use of **mathematical ideas and techniques** (**1**) be applied?	Mathematical techniques should be used to measure and calculate areas to be paved, and the quantity of bedding material and pavers required.
6. How can **problem-solving skills** (**1**) be applied?	Problems may arise when interpreting the site plan and paving to a pattern.
7. How can the **use of technology** (**1**) be applied?	Technology may be used in the design of the pattern to be achieved when paving.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in particular training and assessment requirements may depend on the work situations available

What **workplace information** might be required for this standard?	Workplace information may include site plans, specifications, procedures for disposing of waste materials, work instructions, or verbal instructions from the supervisor.
What **tools and equipment** are likely to be used when paving?	Tools and equipment may include brick and concrete saws, mallets, compactors, concrete mixers, stiff brooms, spirit levels, and bricklayers string.
What **OHS hazards** may be associated with paving installation?	Hazards may include heavy paving materials and equipment, slippery or uneven surfaces, moving machinery and vehicles, solar radiation, dust and noise.
What are the **personal protective clothing and equipment** requirements associated with the installation of paving?	Personal protective clothing and equipment may include steel capped boots/shoes, overalls, gloves, sun hat, sunscreen lotion, safety goggles, face mask and ear muffs.
What type of **site plan** may be referred to?	A site plan may include job drawings, a landscape design, a computer generated plan, a concept plan, or any other plan of the site drawn to scale.
What are the **OHS requirements** in relation to an area to be paved?	The OHS requirements may include the erection of signage, barriers, witches hats and safety lights.
What may be used as a **survey benchmark**?	A survey benchmark may include a boundary line, a building or structure, a temporary benchmark, or a datum point.
What are **minimal industry standards**?	Minimal industry standards are usually between 20ml and 25ml in depth. The pavers to be used may determine a minimal standard outside these parameters.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

What type of **drainage systems** may be constructed?	Drainage systems may include run off points to agri-drains, stormwater drains, and sumps.
What type of **screed rails** may be used?	Screed rails may be wooden or metal straps.
What type of **pavers** may be used?	Pavers may include clay or brick paving bricks.
What are **permanent edge constraints** made of?	Permanent edge constraints may include concrete, timber or steel constraints.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF3036A Plan and establish plant displays

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of planning and establishing plant displays either indoors or as seasonal displays of annual and perennial plants in garden beds.

The planning and establishing of plant displays requires the application of horticultural knowledge including plant types, condition and requirements to maintain the plants in prime condition throughout the duration of the display. The work is normally done using established routines, methods and procedures. Discretion and judgement is required in the selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Prepare plans for **plant displays**	1.1 Display site is inspected for aesthetic, environmental and physical attributes.
	1.2 OHS hazards are identified, risks assessed, controls implemented and reported to the supervisor.
	1.3 Location and projected life of display are identified on the display plan.
	1.4 Plant types suitable for aesthetic effects, environmental and physical attributes are identified on the display plan.
	1.5 Actions, timelines and work organisation are identified on the display plan in consultation with the supervisor.
	1.6 Availability of plants, materials and services for preparing the display are confirmed.
	1.7 Materials, tools, equipment and machinery are selected according to the display plan and enterprise work procedures.
	1.8 Suitable safety equipment is selected, and used.
2 Select plants	2.1 Plants selected are healthy and vigorous and comply with **enterprise specifications for quality**.
	2.2 Number and size of plants are selected according to the display plan.
	2.3 Plants selected display the ability to survive in the display position for the length of the display.
3 Place plants	3.1 Plants are placed in a pattern specified by the plan.
	3.2 Accessories and materials are chosen as specified in the plan.
	3.3 Work is undertaken according to OHS requirements.
4 Maintain plants	4.1 Health of the plants is monitored to ensure retain optimum appearance.
	4.2 Plants are fertilised and watered to maintain optimum health and appearance.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4.3 Plants are replaced when no longer at optimum health and appearance.

4.4 Rubbish, litter and decaying material are removed from plants, pots and surrounds to maintain optimum appearance of display.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in planning and establishing plant displays requires evidence that plant displays can be planned and established to a level which satisfies client needs and plants suitable for the display are selected and maintained in a healthy, optimal state.

The skills and knowledge required to prepare the display must be **transferable** to a different work environment. For example, this could different environments, display themes, plant species, and seasons.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

aim and purpose of building plant displays

design principles for plant displays

features and characteristics of a range of plants used for display purposes

growing requirements of a range of common plants used in plant displays

common problems occurring with display plants

remedial action required for display plants displaying health problems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to: communicate with work team members, supervisors, suppliers and customers interpret design plans and specifications calculate number of plants and materials determine spatial measurements of display site co-ordinate own activities sequentially effectively complete plant display in a timely manner.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**2**) be applied?	Written, oral and telecommunication of ideas and information relating to suitability and availability of stock and materials and problems encountered, will be required with the supervisor, work group, suppliers or clients.
2. How can **information be collected**, **analysed and organised** (**2**)?	Enterprise work procedures, customer impact criteria and the display plan should be consulted, interpreted and applied to co-ordinate display activities with further clarification sought from the supervisor where necessary. Information on enterprise and plant environmental requirements may need to be collected to ensure suitable plants for display are chosen.
3. How are **activities planned and**	Preparing the display may require planning

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

organised (**2**)?	in the selection and placing of plants. Work activities for the work group and self may need to be adjusted throughout the duration of the display.
4. How can **team work** (**2**) be applied?	Preparing the display may involve working as part of a team to complete the display to plan and on time. Discussion of display design and plant suitability may need to be carried out with supervisors or others in the workplace.
5. How can the use of **mathematical ideas and techniques** (**2**) be applied?	Mathematical concepts may be used to calculate design requirements such as space and stock requirements.
6. How can **problem-solving skills** (**2**) be applied?	Plant selection, environmental variation, client intervention, personnel difficulties and timeline failures may require problem-solving techniques.
7. How can the **use of technology** (**2**) be applied?	Technological understanding may be required to access information about suitable plants and design ideas, communicate and keep records.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and assessment requirements may depend on the work situations available

What are **plant displays** in the context of this standard?	Plant displays include displays for functions, annual bedding displays, herbaceous perennial displays, and indoor presentations.
What **aesthetic**, **environmental and physical attributes** should be taken into account?	Aesthetic, environmental and physical attributes may include light, air, humidity, desired effect, nature of event or exhibition, time-span of display, size of display, barriers preventing display in particular locations, access restrictions.
What **OHS hazards** may be associated with the preparation of plant displays?	Hazards may include interference with services, manual handling, moving machinery and machinery parts, and solar radiation.
What does a **display plan** include?	A display plan may include action required, display location, plants required, materials, who is responsible, deadlines, assistance required, maintenance requirements, and access availability.
What determines the **plant types** selected for display?	Choice of plants may be influenced by factors including colour of foliage or flowers, shape and growth of foliage, texture, size, longevity, portability hardiness in particular environmental conditions.
What **tools**, **equipment and machinery** may be required?	Tools, equipment and machinery may include hand tools such as rakes, shovels, spades, wheelbarrows, hoses, forklifts, backhoes, and trolley.
What **safety equipment** may be required?	Safety equipment may include signage and barriers.
What **enterprise specifications for quality** may apply to this standard?	Enterprise specifications for quality may include the shape of plant, vigour, colour, height, and the absence of pests and diseases.
What **accessories and materials** may be used for the preparation of plant displays?	Accessories and materials may include sculptures, rocks, water, surface and edge treatments, garden furniture, nursery products, signage, stands, boxes, fabrics and other decorative materials.
What **OHS requirements** are relevant to this	OHS requirements may include cleaning,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

standard?	maintaining and storing tools, equipment and machinery; appropriate use of personal protective equipment including sun protection, drinking to avoid dehydration, safe operation of tools, equipment and machinery, correct manual handling, basic first aid, personal hygiene and reporting problems to supervisors.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF3204A Construct concrete structures and features

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of constructing concrete structures and features as a component of landscape project works. These structures and features may include paths, driveways, edgings, footings, floors, steps, walls, fences, pool surrounds, entertaining areas and ornamental garden elements.

The construction of concrete structures and features is likely to be under limited supervision from others, with checking only related to overall progress and is usually done within established routines, methods and procedures. Some discretion and judgement may be required depending on the type of structure or feature to be constructed. For example, it may be a driveway at ground level or a fence that is constructed vertically.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 Plan and prepare work	1.1 Plans and specifications are interpreted and clarified with the supervisor.
	1.2 The quantity and quality of materials are checked to ensure they conform to design drawings and specifications.
	1.3 **Tools and equipment** are selected and checked for serviceability according to enterprise guidelines.
	1.4 **OHS hazards** are identified, risks assessed and **controls** implemented.
	1.5 **Environmental implications** of constructing concrete structures are identified and reported to the supervisor.
2 Set out and prepare the site	2.1 **Services** are determined and located from site plans.
	2.2 The position of the structure or feature is marked out according to design drawings and specifications.
	2.3 Profiles are established to conform to the tolerances nominated within the design drawings and specifications.
	2.4 Subsoil is prepared by removing all debris, vegetable matter and topsoil to provide a solid foundation for concrete.
	2.5 **Drainage systems** are installed according to design drawings and specifications.
	2.6 Form work is installed to the site in a manner that will ensure it remains rigid during concrete pouring operations.
	2.7 Sub-base material is placed and compacted to the required finished levels.
	2.8 Preparation of the site is **completed** according to the type of structure or feature to be constructed.
3 Mix and pour concrete	3.1 Proportions for concrete mix are determined according to the strength requirements of the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		project.
		3.2 Volume of dry materials necessary to produce final concrete mix is determined.
		3.3 All dry ingredients and required **additives** are mixed together to ensure a thorough blending of all materials is achieved.
		3.4 Sufficient water is introduced to produce a concrete mix to the required consistency.
		3.5 Concrete mix samples are taken for **testing,** if required, to check for conformity to specifications.
		3.6 Concrete is poured to designated levels in a manner to avoid segregation of materials.
		3.7 Concrete is consolidated using an approved vibration method to industry standard (AS3600) to ensure air pockets are eliminated.
4	Finish concrete	4.1 Concrete is screeded to a flat surface to maintain the desired finished level.
		4.2 Surface is trowelled according to design drawings and specifications.
		4.3 A Concrete is **finished off** according to design drawings and specifications.
5	Check quality of work and clean up site	5.1 Quality of finished works is inspected to ensure the standard of the finished structure or feature is in accordance with design drawings and specifications.
		5.2 Form work is removed and cleaned in a manner which will allow for re-use of the form work.
		5.3 All debris is removed and disposed of in a manner that minimises risk to the environment.
		5.4 All tools and equipment are cleaned and stored according to enterprise guidelines.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in constructing concrete structures and features requires evidence that work can be planned and prepared for, that a site for concrete placement can be prepared according to design drawings and specifications, and that concrete can be mixed, placed and finished according to the required standards.

The skills and knowledge required to construct concrete structures and features must be **transferable** to a different work environment. For example, this could include different structures and features, concrete mixes and locations.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

Mpa testing theory and what effects Mpa specifications in a concrete mix

the comparative environmental implications associated with soil removal and the establishment of drainage systems

industry standards in relation to reinforcing and consolidating concrete.

sub-base and sub-grade materials and preparation.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

interpret design drawings and specifications and transpose the information to site

measure and construct profiles using mathematical techniques

establish levels using levelling equipment

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	undertake and interpret tests performed on a concrete mix place, consolidate and finish concrete.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**2**) be applied?	Information regarding what type of structure or feature is to be installed may need to be communicated to other members of the work team.
2. How can **information be collected**, **analysed and organised** (**2**)?	Information on tests applied to the concrete mix may need to be collected, analysed and acted upon.
3. How are **activities planned and organised** (**2**)?	The installation of concrete structures and features may need to be planned and organised according to the prevailing weather conditions.
4. How can **team work** (**2**) be applied?	Team work may be applied when undertaking concrete pouring operations.
5. How can the use of **mathematical ideas and techniques** (**2**) be applied?	Mathematical ideas and techniques may be applied when calculating the volume of concrete required for the job.
6. How can **problem-solving skills** (**2**) be applied?	Problems may arise with the stability of the form work applied to a concrete site.
7. How can the **use of technology** (**2**) be applied?	Technology may be applied when working out the volume of concrete needed, or researching what type of curing agent/method to use.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What **tools and equipment** are likely to be used when constructing concrete structures and features?	Tools and equipment may include levelling equipment, string lines, tape measures, spades, shovels, wheelbarrow, concrete mixer, trowels and screeding equipment.
What **OHS hazards** may apply to this standard?	OHS hazards may include manual handling, solar radiation, obstacles, and slipping on wet surfaces.
What **OHS controls** may be relevant to this standard?	OHS controls may include safe lifting and transporting techniques, the drinking of fluids, basic first aid, and the appropriate use of personal protective clothing and equipment such as boots, overalls and sun hat, erection of safety signs and barriers, the identification of site access points, and the safe storage of materials.
What **environmental implications** are likely to be considered?	Consideration may be given to the impact of soil disturbance and the alteration to water flow during construction and after the structure or feature has been constructed.
What **services** are likely to be located on site?	Services may include power, gas, water, stormwater, sewerage or septic connections, phone and optical cables.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

What **drainage systems** are likely to be installed?	Drainage systems may include sumps, agricultural drains, storm water pipes, slotted pipes, open drains and channels.
What other preparation tasks may need to be **completed** before the placement of concrete?	Other preparation tasks to be completed may include the installation of a waterproof membrane, reinforcement according to industry standards (AS1554.3), and the application of a release agent to form work.
What concrete **additives** may be relevant to this standard?	Additives may include colouring agents, retardants and accelerants.
What **testing** is likely to be undertaken on the concrete mix?	Testing may include a concrete slump test and Mpa testing.
How is the concrete likely to be **finished off**?	Finishing off the concrete may include the addition of a curing agent, insertion of expansion jointing and control joints, or diamond saw cuts after a period of drying.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RTF3217A Set out site for construction works

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of setting out a site for construction works in accordance with site plans and specifications. These tasks may be done in advance of proposed works or in conjunction with construction works already being carried out. The work is likely to be under limited supervision from others, with checking only related to overall progress.

The setting out of a site for construction works is normally done within routines, methods and procedures, where some discretion and judgement is required in the interpretation of site plans and specifications, and the equipment to be used to verify existing and proposed site features, dimensions and levels.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 Interpret site plans and specifications	1.1 The various **components** of the site plan and specifications are identified.
	1.2 Site plan and specifications are compared with **other available plans** to ensure accuracy of information.
	1.3 **Equipment** required for the setting out of construction works is determined from the site plan and specifications.
	1.4 **Environmental impact** of proposed construction works is considered in the interpretation of site plans.
	1.5 **OHS hazards** associated with the setting out of construction works are assessed for potential risks, and controls implemented accordingly.
2 Locate and mark out position of construction works	2.1 Existing site features are **located** from the site plan.
	2.2 Position of proposed construction works is located from the site plan.
	2.3 **Scale measurements** of lines, shapes, angles and dimensions are transferred from the site plan to site.
	2.4 The **shape** of proposed construction works is **marked out** on site according to the site plan and specifications.
3 Establish datum point and survey benchmarks on site	3.1 Datum point is established to ensure all existing and proposed construction works can be linked by survey equipment.
	3.2 Survey benchmarks are selected and established on positions/structures on site according to site plan and specifications.
4 Take and verify site **levels**	4.1 **Levelling equipment** is set up and checked for accuracy of readings.
	4.2 Instruments, which are out of specification, are adjusted accordingly.
	4.3 Levels are taken, verified and recorded in accordance with established datum point and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

survey benchmarks.

4.4 Levelling equipment is cleaned, maintained and stored according to manufacturers instructions.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in setting out a site for construction works requires evidence that site plans and specifications can be interpreted correctly, and that information can be transferred from a site plan onto a site. This transfer of information involves the locating and marking out of the position of proposed construction works, then the checking of horizontal and vertical levels prior to any works being undertaken.

The skills and knowledge required to set out a site for construction works must be **transferable** to a different work environment. For example, a person who can set out a site for the construction of drainage or irrigation systems, should be able to set out a site for the construction of retaining walls, garden beds or pergolas. This could include different landscape features, work site environment and enterprise procedures.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

interpretation of symbols and use of a legend on site plans and specifications, particularly in relation to benchmarks and the location of existing features

understanding of compass directions, the difference between true North and magnetic North and how to locate North from a site plan

an awareness of other plans that may be referred to when setting out a site for construction works

an awareness of common levelling and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	surveying terms environmental awareness associated with the preparation for construction works to ensure that the impact on the environment is minimal when works are implemented OHS hazards associated with setting out a site for construction works.
What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to: implement mathematical and geometrical principles when locating and marking out a site for construction works use a range of surveyors instruments analyse and interpret detailed site plans and specifications.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information** (**1**) be applied?	The taking of site levels and recording of readings using surveyors instruments may need to be communicated to a fellow worker.
2. How can **information be collected**, **analysed and organised** (**1**)?	Site plans and specifications outline information that should be analysed and then transferred on to a site.
3. How are **activities planned and organised** (**1**)?	The setting out of a site for construction works may require a number of activities to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	be planned and organised.
4. How can **team work** (**1**) be applied?	Team work may be required to mark out the shape of proposed construction works.
5. How can the use of **mathematical ideas and techniques** (**1**) be applied?	Mathematical ideas and techniques, such as the reading of levelling equipment and the use of geometrical shapes, may be required.
6. How can **problem-solving skills** (**1**) be applied?	Problems may arise when surveying instruments are out of specification and require adjustment.
7. How can the **use of technology** (**1**) be applied?	Technology may be applied with the use of levelling equipment.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in particular training and assessment requirements may depend on the work situations availabl

What **components** are likely to be included in site plans and specifications?	Components may include site location, scale of plan, north symbol, name of project, legend, associated plan references, plant lists, details of special features, existing vegetation and structures, and services above and below ground.
What **other available plans** may be referred	Other plans may include surveyors plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

to?	which may provide information on utility services, site levels, boundary lines, easements and rights of way, or engineers and architect plans that may show other proposed works.
What **equipment** is likely to be used when setting out a site for construction works?	Equipment may include tapes, a compass, pegs, string lines, line marking equipment, a lump or mash hammer, ranging rods, arrows, plumb bobs, levelling equipment, and personal safety equipment such as a coloured vest, safety boots, sun hat and sun screen lotion.
What could be considered an **environmental impact** in relation to proposed construction works?	Any construction works may impact on the environment in either a positive or negative manner. If it is drainage and irrigation, this may reduce excess water, nutrient and chemical flow into natural waterways. If the works involve excavation, then this may damage the soil structure and stability of the site.
What OHS hazards may apply to setting out a site for construction works?	Hazards may include solar radiation, uneven surfaces, strings, tapes and measures that may be tripped over, sharp equipment and surrounding obstacles.
How would existing site features be **located** from a site plan?	The location of features may include the use of baselines, offset measurements, angles and grids.
What **scale measurements** are likely to be used on site plans?	Metric scales may include: 1 metre to 10 metres = 1:10, 1 metre to 20 metres = 1:20, 1 metre to 50 metres = 1:50, 1 metre to 100 metres = 1:100 and 1 metre to 200 metres = 1:200.
What **shape** are proposed construction works likely to be on a site plan?	Proposed construction works are likely to be basic geometric shapes including straight lines, curved lines, circles, squares, triangles, rectangles and ellipses.
How could the shape of the proposed construction works be **marked out** on site?	The shapes may be marked out or set out on the site by using paint from a spray can, lime, stringlines, pegs, stakes, rods and arrows.
What are the likely reasons for taking **levels**	The reasons for taking levels may be to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

when setting out a site for construction works?	determine height above sea level or a datum of drainage outlets, areas and volumes in cut and fill operations, any changes in slope or gradient of the land, contours of the land, to provide the means for safe and efficient construction of structures, to achieve falls for drainage of stormwater from pavements, falls in pipe work or for installing sumps and drains, and to help set out of step risers, treads, goings, nosings, landings and hand-rails to Australian Building Regulations.
What **levelling equipment** is likely to be used to verify site levels?	Levelling equipment may include spirit levels, line bubbles, water levels, boning rods, dumpy levels, pegs, tilting levels, automatic levels, laser levels, plumb bobs, staves and tripods.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIFBGM001A Provide general grounds care

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to carry out basic maintenance of grassed and planted areas, such as garden beds and landscape works.

Application of the Unit

This unit applies to service industry staff involved in grounds maintenance, such as those working in cemeteries, crematoria and holiday parks and resorts. It involves working under supervision.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1 Maintain grassed areas.	1.1 Liaise with **appropriate staff** to identify and confirm **work requirements**.
	1.2 Select, prepare and use **mowing tools and equipment** according to supervisor instructions, **workplace policies and procedures**, and **relevant legislation**.
	1.3 Trim edges according to workplace policies and procedures.
	1.4 Apply fertiliser according to supervisor instructions and workplace policies and procedures.
2 Weed grassed and planted areas.	2.1 Identify **weeds** to be removed according to supervisor instructions.
	2.2 Select, prepare and use **weeding tools and equipment** according to workplace policies and procedures.
	2.3 Prepare and administer **weed treatments** according to supervisor instructions, workplace policies and procedures, and relevant legislation.
	2.4 Remove and **dispose** of weeds according to workplace policies and procedures.
	2.5 Clean site according to workplace policies and procedures.
3 Water grassed and planted areas.	3.1 Select, prepare and use **watering tools and equipment** according to supervisor instructions and workplace policies and procedures.
	3.2 Apply water to grass and plants according to supervisor instructions and workplace policies and procedures.
	3.3 Drain, clean and store equipment according to manufacturer guidelines and workplace policies and procedures.
4 Maintain plants in healthy condition.	4.1 Apply fertiliser according to supervisor instructions and workplace policies and procedures.
	4.2 Treat dead, diseased and damaged **plants** according to supervisor instructions and workplace policies and procedures.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

4.3 Clean, maintain and store tools and equipment according to manufacturer guidelines, workplace policies and procedures, and relevant legislation.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

safe handling techniques for chemicals, tools and equipment

communication skills, including active listening and questioning techniques to determine, clarify and inform work requirements

literacy and numeracy skills to interpret manufacturer guidelines for use and maintenance of tools and equipment and accurately calculate application of fertiliser

organisational and self-management skills to complete required tasks according to supervisor instructions and workplace policies and procedures.

The following knowledge must be assessed as part of this unit:

types and characteristics of annual and perennial weeds

water and general health requirements of plants

chemical and non-chemical weed treatment control measures

vehicle handling procedures for turf maintenance equipment where driving on public roads is required

broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and safe use and storage of chemicals, tools and equipment

workplace policies and procedures regarding general grounds care

operating and maintenance requirements of relevant hand tools and equipment.

Evidence Guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: ability to select, prepare, use, clean and maintain the required tools and equipment according to supervisor instructions and manufacturer guidelines the ongoing care and maintenance of grass and plants inclusive of weed control and diseased and damaged plants knowledge of different weed types and associated treatment controls providing different types of general grounds care on multiple occasions to ensure consistency of performance and ability to respond to different situations.
Context of and specific resources for assessment	Assessment must ensure: demonstration of skills in an environment that has plants and grass, including plants in different states of repair access to weed treatments and fertiliser access to watering, weeding and mowing equipment and personal protective equipment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: observation of candidate demonstrating appropriate planning and preparation for work; maintaining grassed areas; applying fertiliser; treating and removing weeds, and diseased and damaged plants; watering grass and plants; and cleaning up work site written or verbal questioning to assess knowledge and understanding of relevant

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	legislation and workplace policies and procedures with regard to providing general grounds care review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: SIFBGM002A Maintain property and structures. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Appropriate staff may include:	supervisor manager.
Work requirements may include:	height to which grass needs to be mown pattern for grass to be mown mowing distances from tree trunks and shrubs.
Mowing tools and equipment may include:	2-stroke pedestrian and ride-on rotary mowers 4-stroke pedestrian and ride-on rotary mowers

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	cylinder mowers motorised blowers pavement sweepers diesel ride-on mowers and sweepers turf edging machines brush cutters.
Workplace policies and procedures may include:	standard operating policies and procedures standards and certification requirements quality assurance procedures OHS procedures, such as: workplace environment and safety use of personal protective equipment manual handling procedures use of tools and equipment material handling procedures, including hazardous materials emergency procedures, including fire and accident procedures.
Relevant legislation and regulations may include:	OHS cemetery Acts and by-laws local government regulations Public Health Act Environment Protection Act Australian standards Worksafe Australia certification and standards.
Weeds may include:	those occurring in a specified workplace or region that may impact on quality of the garden or turf.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Weeding tools and equipment may include:	personal protective equipment motorised blowers hand edging tools spades forks rakes hoes brooms knives trowels wheelbarrows.
Weed treatments may include:	chemical or cultural control mechanised and non-mechanised operations.
Disposal may include:	composting bagging and removal burying.
Watering tools and equipment may include:	personal protective equipment hoses sprinklers.
Plants may include:	trees shrubs native ground covers exotic ground covers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Funeral Services

Competency field

Building and Grounds Maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIFBGM002A Maintain property and structures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to undertake basic maintenance of properties and structures where the specialist skills of another trade are not warranted or available.

Application of the Unit

Application of the unit This unit applies to service industry staff involved in grounds maintenance, such as those working in cemeteries, crematoria and holiday parks and resorts. It involves working under routine supervision with some monitoring. Responsibility for supervision and coordination within a team may be required.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Perform routine maintenance to properties and structures.	1.1 Liaise with ***appropriate staff*** to identify and confirm work requirements. 1.2 Check ***property*** for ***minor maintenance requirements*** and undertake minor repairs according to supervisor instructions and ***workplace policies and procedures***. 1.3 Identify damage to ***structures*** and ***structural finishes*** and repair according to supervisor instructions and workplace policies and procedures. 1.4 Select and use ***tools*** according to task requirements, workplace policies and procedures, and ***relevant legislation***.
2 Collect waste or recyclable material.	2.1 Prepare and use ***personal protective equipment*** according to workplace policies and procedures, and relevant legislation. 2.2 Identify and select waste collection and ***cleaning equipment***. 2.3 Collect ***waste and recyclable material*** according to relevant legislation and workplace policies and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	procedures.
	2.4 Identify ***hazardous waste*** and take ***corrective action*** according to relevant legislation and workplace policies and procedures.
	2.5 Clean ***waste receptacles*** and surrounds according to workplace policies and procedures.
3 Dispose of waste or recyclable material.	3.1 Transport waste to ***disposal point*** according to relevant legislation and workplace policies and procedures.
	3.2 Identify and sort recyclable materials according to workplace policies and procedures.
	3.3 Dispose of non-reusable waste according to relevant legislation and workplace policies and procedures.
	3.4 Re-use recyclable materials according to workplace policies and procedures.
4 Finalise maintenance duties.	4.1 Report information about hazards, incidents or accidents according to workplace policies and procedures.
	4.2 Clean and store equipment according to manufacturer guidelines and relevant legislation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- techniques for handling hazardous waste
- safe manual handling techniques
- safe and appropriate use of tools and equipment, including personal protective equipment
- communication skills to determine, clarify and inform work requirements and report hazards, incidents or accidents
- literacy and numeracy skills to identify recyclable and waste materials
- organisational and self-management skills to complete required tasks according to supervisor instructions and workplace policies and procedures.
- problem-solving skills to identify and resolve problems and maintenance issues identified during the course of work.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge

- different types of waste and recyclable materials and associated disposal techniques
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and waste disposal
- workplace policies and procedures regarding general maintenance
- operating and maintenance requirements of relevant hand tools and equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer's instructions • minor maintenance and repair of property and structural finishes and the collection and disposal of all types of waste • knowledge of different types of waste and associated disposal methods • maintaining different types of property and structures on multiple occasions to ensure consistency of performance and ability to respond to different situations.
Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills in an environment that allows for application of minor maintenance works and identification, collection and disposal of hazardous and general waste • access to maintenance tools and equipment, including

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	personal protective equipment • access to waste disposal points.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of candidate demonstrating appropriate planning and preparation for work; choosing and using tools appropriate to task being undertaken; collecting and disposing of waste or recyclable material; reporting incidents and accidents; and storing tools and materials to achieve required work requirements • written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures with regard to carrying out general maintenance • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SIFBGM001B Provide general grounds care. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Appropriate staff may include:

- supervisor
- manager
- leading hand.

Property may include:

- fences
- drains
- waterways
- roads
- car parks
- vegetation
- windbreaks
- paths.

Minor maintenance requirements may include:

- potholes
- weeds
- drainage.

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures.

Structures may include:

- buildings
- landscape features
- sheds
- benches
- shelters.

Structural finishes may include:

- paint
- stains
- cladding, such as:
  - corrugated iron
  - shade cloth
  - plastic

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- cement sheeting.

Tools may include:

- adjustable spanners
- crow and pinch bars
- bolt cutters
- brooms
- chisels
- hacksaws
- handsaws
- hammers
- measuring tapes
- nips
- picks
- mattocks
- pliers
- sealant guns
- shovel and spades
- sledgehammers
- spanners and wrenches
- spirit level and straight edge
- string lines
- trowels and floats
- wire cutters
- paint brushes and rollers
- spatulas
- putty knives.

Relevant legislation and regulations may include:

- OHS
- cemetery Acts and by-laws
- Crematorium Acts
- local government regulations
- Lands Act
- Public Health Act
- Environment Protection Act
- Worksafe Australia certification and standards.

Personal protective equipment may include:

- gloves
- safety glasses

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- safety shoes
- face masks
- ear muffs or plugs
- overalls or other personal protective equipment as prescribed in regulations or by manufacturers of chemicals or equipment.

Cleaning equipment may include:

- pick up trolley
- mobile garbage bins
- cleaning cloths
- cleaning agents
- bin liners.

Waste and recyclable material may include:

- soil
- composting materials
- green waste
- plastics
- glass
- spillages, including chemicals
- general waste, such as foodstuffs, drinks, paper and packaging materials
- contaminated and hazardous waste, such as syringes and needles
- small machine replacement parts, such as for photocopying, printing or computing equipment.

Hazardous waste may include:

- materials and equipment containing human blood and body fluid
- contaminated garments
- contaminated soil
- soiled dressings
- sharps
- catheters
- swabs and bandages.

Corrective action may include:

- reporting hazardous waste
- clearing the area.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Waste receptacles may include:

- composting areas
- recycle bins
- general purpose bins
- wet rubbish bins
- restroom paper bins
- needle hazard disposal units.

Disposal point may include:

- composting areas
- compactors
- dump master
- large waste bins
- open trucks.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Building and Grounds Maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIFBGM006A Evaluate building and grounds maintenanceand development needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to identify and evaluate building and grounds maintenance and development needs and to develop schedules for their completion.

Application of the Unit

Application of the unit This unit applies to service industry staff involved in supervising building and grounds maintenance, such as those working in cemeteries, crematoria and holiday parks and resorts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify building and grounds maintenance and development requirements.	1.1 Liaise with appropriate staff to identify preventative ***maintenance needs***.
	1.2 Inspect building and grounds works according to regular schedule and identify maintenance requirements according to ***workplace policies and procedures***, and ***relevant legislation***.
	1.3 Identify and assess maintenance reports according to public safety requirements and workplace policies and procedures.
	1.4 Develop strategy to resolve identified reported maintenance issues according to workplace policies and procedures.
	1.5 Identify and prioritise ***building and grounds development*** proposals against workplace requirements and plans.
	1.6 Assess building and grounds development proposals to determine sustainability of development.
	1.7 Consult with ***specialist personnel*** as required.
2 Report on building and	2.1 Identify and record problems and faults in building and grounds maintenance and development according to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
grounds condition.	workplace policies and procedures. 2.2 Prepare reports according to workplace policies and procedures, and relevant legislation.
3. Prepare building and grounds maintenance and development schedules.	3.1 Prepare schedule for building and grounds maintenance and development to meet workplace requirements and plans. 3.2 Check and confirm that planning arrangements adhere to relevant legislation and workplace policies and procedures. 3.3 Identify and confirm availability of resources and services needed to implement schedule.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills, including active listening and questioning techniques, and written communication skills to determine, clarify and inform work requirements, consult with colleagues and specialist personnel, and prepare reports
- literacy and numeracy skills to prepare reports and maintenance schedules
- problem-solving skills to identify and resolve reported maintenance issues and assess proposals
- organisational and self-management skills to complete required tasks according to workplace policies and procedures, prioritise proposals and identify and use resources.

Required knowledge

- preventative maintenance techniques
- sustainability principles
- asset preservation techniques
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and public safety issues
- workplace policies and procedures regarding building and grounds maintenance and development.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to identify and prioritise building and grounds development proposals and to prepare schedules to meet the specific and current needs of the workplace
- the ongoing inspection and documentation of building and grounds maintenance requirements
- evaluating different types of building and grounds maintenance and development needs on multiple occasions and over a period of time to ensure consistency of performance and ability to respond to and evaluate different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment where building and grounds inspections can occur to inform the development of plans, schedules and reports
- access to relevant documentation, such as maintenance reports and building and grounds development proposals.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation identifying building and grounds maintenance and development requirements, inspecting building and grounds maintenance needs, identifying and prioritising building and grounds maintenance and development proposals and preparing reports
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures with regard to evaluating building and maintenance needs
- review of workplace documents completed by candidate

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFBGM007A Coordinate building and grounds maintenance and development.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Maintenance needs may include:

- repairing buildings and structures
- repairing paths
- pest eradication
- garden maintenance.

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures
- complaints resolution procedures.

Relevant legislation and

- OHS

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

regulations may include:	• workers' compensation legislation and regulations • cemetery Acts and by-laws • Crematorium Acts • local government regulations • Lands Act • Public Health Act • Environment Protection Act • Australian standards • Worksafe Australia certification and standards • Traffic Acts and regulations.
Building and grounds development may include:	• building of structures • building of paths and roads • vault installations • garden development.
Specialist personnel may include:	• external consultants • technical experts.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Building and Grounds Maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIFBGM007A Coordinate building and grounds maintenance and development

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to coordinate and monitor the implementation of building and grounds maintenance and development activities, coordinate the flow of information between stakeholders regarding these activities, and evaluate the extent to which the activities meet goals and stakeholder needs.

Application of the Unit

Application of the unit This unit applies to service industry staff involved in supervising building and grounds maintenance, such as those working in cemeteries, crematoria and holiday parks and resorts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate and monitor activities, resources and plans.	1.1 Monitor and measure ***building and grounds maintenance and development*** against ***workplace requirements***.
	1.2 Obtain authorisation from ***appropriate personnel*** for new building and grounds maintenance and development activities according to ***workplace policies and procedures***.
	1.3 Identify ***issues***, ***problems and risks*** and develop a range of strategies to address them.
	1.4 Provide solutions or recommendations to appropriate personnel according to workplace policies and procedures.
	1.5 Receive authorisation from appropriate staff according to workplace policies and procedures before implementing recommendations or solutions.
	1.6 Keep accurate records of ***authorised changes*** according to workplace policies and procedures.
2 Coordinate information	2.1 Provide key stakeholders with timely, accurate and relevant information regarding building and grounds

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
flow.	maintenance and development. 2.2 Communicate with stakeholders according to workplace policies and procedures. 2.3 Provide team members and higher level managers with opportunities to contribute information towards building and grounds maintenance and development.
3 Monitor building and grounds maintenance and development activities.	3.1 Check and evaluate routine maintenance activities according to workplace policies and procedures. 3.2 Evaluate building and grounds development activities on completion according to work requirements and stakeholder needs. 3.3 Identify problems and take corrective action according to workplace policies and procedures. 3.4 Make recommendations regarding changes or improvements in future building and grounds maintenance projects.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to enable clear and direct communication when consulting with colleagues and stakeholders, including active listening and questioning techniques to determine, clarify and inform work requirements
- literacy and numeracy skills to read and complete relevant documentation, use computers and measure activities against budgets, plans and schedules
- problem-solving skills to identify and resolve problems and issues and make recommendations
- organisational and self-management skills to complete required tasks according to workplace policies and procedures
- interpersonal skills to coordinate and supervise staff.

Required knowledge

- appropriate protocols in working with key stakeholders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required knowledge

- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and public safety issues
- workplace policies and procedures regarding coordination of activities, resources and plans.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to monitor and evaluate routine and non-routine building and grounds maintenance and development activities according to stakeholder requirements and workplace policies and procedures
- accurate identification of potential issues, problems and risks and proposed solutions
- the evaluation of completed developments and devlopement of recommendations for future improvements in building and grounds maintenance projects
- coordinating different types of building and grounds maintenance and developments on multiple occasions to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in an environment where building and grounds maintenance activities are carried out and can be evaluated
- access to relevant documentation, such as building and grounds maintenance schedules and work proposals.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- observation of candidate coordinating and monitoring activities, resources and plans; coordinating information flow; and monitoring building and grounds maintenance and development activities
- written or verbal questioning to assess knowledge and understanding of relevant workplace policies and procedures with regard to coordinating building and grounds maintenance and development
- review of workplace documents completed by candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFBGM006A Evaluate building and grounds maintenance and development needs.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Building and grounds maintenance and development may include:

- building and structure construction
- path construction
- building and structure repair
- path repair
- vault installations

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- pest eradication
- garden maintenance
- garden development
- roof maintenance.

Workplace requirements may include:

- agreed plans
- budgets
- schedules
- heritage value considerations.

Appropriate personnel may include:

- managers
- supervisors
- state government authorities
- statutory authorities
- heritage authorities.

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures.

Issues, ***problems and risks*** may include:

- site size
- multiple locations
- team size
- on-site resources
- off-site resources
- heritage listings
- public impact.

Authorised changes may include:

- activities
- resources
- plans
- schedules.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Building and Grounds Maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXCCS001A Apply point-of-sale handling procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers, and package or wrap an item for transportation.

Application of the Unit

Application of the unit This unit applies to frontline service personnel. It requires the team member to demonstrate the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions according to store policies, and process a number of methods of payment. It further requires the demonstrated ability to package and arrange transportation for goods where required.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate point-of-sale equipment.	1.1 Operate ***point-of-sale equipment*** according to design specifications.
	1.2 Open and close point-of-sale terminal according to ***store policy and procedures***.
	1.3 Clear point-of-sale terminal and transfer tender according to store procedure.
	1.4 Handle cash according to store security procedures.
	1.5 Maintain supplies of change in point-of-sale terminal according to store policy.
	1.6 Attend active point-of-sale terminals according to store policy.
	1.7 Complete records for transaction errors according to store policy.
	1.8 Maintain adequate supplies of dockets, vouchers and ***point-of-sale documents***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.9 Inform ***customers*** of delays in the point-of-sale operation.
2 Use numbers in the workplace.	2.1 Accurately list a range of possible retail workplace ***numerical problems***.
	2.2 Collect numerical information from various sources and calculate accurately with or without the use of a calculator.
3 Perform point-of-sale transactions.	3.1 Complete ***point-of-sale transactions*** according to store policy.
	3.2 Identify and apply store procedures in respect of cash and non-cash transactions.
	3.3 Identify and apply store procedures in regard to exchanges and returns.
	3.4 Move goods through point-of-sale area efficiently and with attention to fragility and packaging.
	3.5 Accurately enter information entered into point-of-sale equipment.
	3.6 State price or total and amount of cash received verbally to customer.
	3.7 Tender correct change.
4 Complete sales.	4.1 Complete customer order forms, invoices and receipts accurately.
	4.2 Accurately identify and process customer delivery requirements according to set timeframes.
	4.3 Process sales transactions or direct customers to point-of-sale terminals according to store policy without undue delay.
5 Wrap and pack goods.	5.1 Maintain and request adequate supplies of ***wrapping and packaging materials***.
	5.2 Select appropriate wrapping or packaging material.
	5.3 Wrap merchandise neatly and effectively where required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	5.4 Pack items safely to avoid damage in transit, and attach labels where required.
	5.5 Arrange transfer of merchandise for parcel pick-up or other ***delivery methods*** if required.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- following set routines and procedures
- interpersonal communication skills to:
  - inform customers of delays
  - state price or total and amount of cash received
  - request adequate supplies of wrapping material or bags through clear and direct communication
  - ask questions to identify and confirm requirements
  - share information
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- questioning and active listening
- dealing with different types of transactions
- wrapping and packing techniques
- store bag checking procedures
- merchandise handling techniques
- literacy skills in regard to sales and delivery documentation
- numeracy skills in regard to rendering change.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in relation to:
  - customer service
  - point-of-sale transactions
  - allocated duties and responsibilities
  - exchanges and returns

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- handling, packing and wrapping of goods or merchandise
- the range of services provided by the store
- stock availability
- relevant legislation and statutory requirements, including:
  - Trade Practices Act and consumer law
  - industry codes of practice
  - OHS
- cash and non-cash handling procedures, including:
  - opening and closing point-of-sale terminal
  - clearance of terminal and transference of tender
  - maintenance of cash float
  - tendering of change
  - counting cash
  - calculating non-cash documents
  - balancing point-of-sale equipment
  - recording takings
  - security of cash and non-cash transactions
  - change required and denominations of change
- numeracy skills in regard to workplace functions:
  - addition
  - subtraction
  - multiplication
  - division
  - percentages
  - use of a calculator
- functions and procedures for operating point-of-sale equipment, including:
  - registers
  - numerical display board
  - calculators
  - electronic scales
  - scanners.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- consistently operates point-of-sale equipment according to manufacturer instructions and store policy and procedures
- consistently applies store policy and procedures in regard to cash handling and point-of-sale transactions
- interprets, calculates and records numerical information accurately
- processes sales transaction information responsibly and accurately according to store policy and procedures
- constantly applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
  - stock, inventory and price lists
  - financial transaction dockets and slips
  - lay-by, credit and product return slips
  - store policy and procedures manuals
- a range of point-of-sale equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	industry sector, workplace and job role is recommended, for example: • SIRXRSK001A Minimise theft • SIRXCCS002A Interact with customers • SIRXINV001A Perform stock control procedures • SIRXFIN001A Balance point-of-sale terminal.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Point-of-sale equipment may include:	• cash register • cash drawer • scanner • EFTPOS terminal • electronic scales • security tagging • numerical display board.
Store policy and procedures in regard to:	• operation of point-of-sale equipment • security • sales transactions • handling techniques of stock

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- financial transactions
- cash handling.

Point-of-sale documents may include:

- order forms
- lay-by slips
- credit slips
- product return slips
- message pads
- promotional materials.

Customers may include:

- new or repeat contacts
- internal and external contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Numerical problems may include:

- calculations of cash amounts and change
- addition and subtraction
- multiplication and division
- percentages
- measurement
- estimation of quantities.

Point-of-sale transactions may include:

- EFTPOS
- cheques
- travellers cheques
- credit cards and store cards
- smart cards
- lay-by
- returns
- exchanges
- gift vouchers.

Wrapping and packaging materials may include:

- boxes
- bags
- paper

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- bubble wrap
- gift wrapping
- adhesive tape
- ribbon
- string.

Delivery methods may include:

- parcel pick-up
- post or express post
- courier
- freight
- domestic or international delivery.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Client and Customer Service

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXMER001A Merchandise products

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to merchandise products within a retail store. It involves the arrangement and presentation of merchandise, setting up and maintaining displays and labelling and pricing stock.

Application of the Unit

Application of the unit This unit applies to frontline retail personnel. It requires the team member to demonstrate the consistent application of store policies and procedures in regard to displaying, merchandising, ticketing, labelling, pricing and storage of stock, including application of correct manual handling, storage and display techniques according to stock characteristics, industry codes of practice, relevant legislation, government regulations, and industry codes of practice.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Place and arrange merchandise.	1.1 Unpack ***merchandise*** according to ***store policy and procedures*** and ***legislative requirements***.
	1.2 Place merchandise on floor, fixtures and shelves in determined locations according to OHS and other relevant legislative requirements.
	1.3 ***Display*** merchandise to achieve a balanced, fully-stocked appearance and promote sales.
	1.4 Identify damaged, soiled or out-of-date stock and take corrective action as required according to store procedure.
	1.5 Place stock range to conform with fixtures, ticketing, prices or bar codes.
	1.6 Rotate stock according to stock requirements and store procedure.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	1.7 Ensure stock presentation conforms to special ***handling techniques*** and other ***safety requirements***.
2 Prepare display labels and tickets.	2.1 Prepare ***labels and tickets*** for window, wall or floor displays according to store policy.
	2.2 Prepare tickets using electronic equipment or neatly by hand according to store procedures.
	2.3 Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.
	2.4 Use and maintain electronic ticketing and labelling equipment according to design specifications.
	2.5 Store ticketing equipment in a secure location.
3 Place, arrange and display price labels and tickets.	3.1 Place labels and tickets visibly and correctly on merchandise.
	3.2 Replace labels and tickets according to store policy.
	3.3 Maintain correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements.
4 Maintain displays.	4.1 Reset and dismantle ***special promotion areas***.
	4.2 Assist supervisor in selection of merchandise for display.
	4.3 Arrange and face up merchandise as directed and according to layout specifications and load-bearing capacity of fixtures.
	4.4 Identify, reset or remove unsuitable or out-of-date displays as directed.
	4.5 Identify optimum stock levels and replenish stock according to store policy.
	4.6 Maintain display areas in a clean and tidy condition.
	4.7 Remove excess packaging from display areas.
5 Protect merchandise.	5.1 Identify and apply correct handling, storage and display techniques according to stock characteristics and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- use and maintenance of manual and electronic labelling and ticketing equipment
- completing tasks in a set timeframe
- literacy and numeracy skills in relation to:
  - reading and interpreting store procedures and guidelines
  - machine or manual preparation of labels and tickets
  - reading and understanding manufacturer instructions.

The following knowledge must be assessed as part of this unit:

- store policies and procedures, in regard to:
  - merchandising, ticketing and pricing of stock
  - correct storage of stock
  - store promotional themes, including advertising, catalogues and special offers
  - location of display areas
  - availability and use of display materials
  - stock rotation
  - stock replenishment
  - merchandise range
  - scheduling for building or rotating displays
  - correct storage procedures for labelling and ticketing equipment and materials
- correct manual handling techniques for protection of self and merchandise
- principles of display
- elements and principles of design and trends in retail design
- relevant OHS regulations, including:
  - manual handling
  - hygiene and sanitation
  - hazardous substances

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- labelling of workplace substances
- relevant legislation and statutory requirements
- pricing procedures, including inclusion and exclusion of GST
- relevant industry codes of practice.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies store policies and procedures and legislative requirements in regard to displaying, merchandising, ticketing, pricing and storage of stock
- displays merchandise on floor, fixtures, shelves and display areas, in determined locations, according to special manual handling techniques and other safety requirements
- prepares display labels and price tickets for merchandise with regard to store policies and procedures
- operates, maintains and stores a range of ticketing equipment according to:
  - store policy and procedures
  - industry codes of practice
  - manufacturer instructions and design specifications
- arranges correct pricing and information on merchandise according to store procedures, industry codes and government requirements
- identifies damaged, soiled or out-of-date stock and takes corrective action as required by store procedures and legislative requirements
- maintains display areas and replenishes stock as required according to store procedures and legislative requirements
- performs correct manual handling, storage and display techniques according to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- stock characteristics
- industry codes of practice
- OHS legislation and codes of practice.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- a range of ticketing and pricing equipment
- merchandise for display
- display materials and props
- cleaning materials
- relevant documentation, such as:
  - store policy and procedure manuals on housekeeping, merchandising and OHS
  - manufacturer instructions and operation manuals for electronic ticketing equipment
  - relevant legislation and industry codes of practice.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXSLS001A Sell products and services
- SIRXSLS002A Advise on products and services.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Merchandise may be characterised by:	• type • brand • size • customer needs • colour • price.
Store policy and procedures in regard to:	• merchandising of stock • preparing and displaying labels and tickets • maintaining displays.
Legislative requirements may include:	• pricing requirements, including GST requirements • industry codes of practice • discounted items • Trade Practices and Fair Trading Acts.
Display may include:	• setting new displays • maintaining existing displays.
Handling techniques may vary according to:	• stock characteristics • store policy

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- legislative requirements
- industry codes of practice.

Safety requirements may relate to:

- transport, storage and handling of goods
- hazardous substances
- labelling of workplace substances.

Preparation of ***labels and tickets*** may involve:

- pricing gun
- shelf tickets
- shelf talkers
- written labels
- swing ticketing
- bar coding
- price boards
- header boards.

Special promotion areas may be:

- permanent or temporary
- interior or exterior
- publicly accessible
- windows
- shelves
- wall fixtures
- on floor.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Merchandising

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

© Commonwealth of Australia, 2025

SIRXQUA001A Develop innovative ideas at work

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to systematically generate and develop innovative ideas in the workplace.

Application of the Unit

Application of the unit This unit requires the skills to interpret or observe a need and develop a detailed idea. It involves the creative generation and discussion of a number of ideas or solutions, accepting positive and negative feedback, and testing ideas in order to establish and present a workable outcome that meets the needs of the end user.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret the need for innovation.	1.1 Observe the need for ***innovation*** within workplace context.
	1.2 Challenge assumptions about products and processes to identify opportunities for innovation.
	1.3 Project possible future contexts and environments for the innovation.
	1.4 Define ***end user requirements***.
	1.5 Identify ***resources and constraints***.
	1.6 Research ***factors and ethical considerations*** that may impact on the idea.
	1.7 Access relevant ***organisational knowledge***.
2 Generate ideas.	2.1 Conceptualise ideas using a range of ***creative thinking techniques***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.2 Apply relevant knowledge to explore a range of approaches.
	2.3 Seek ***stimulation from alternative sources***.
	2.4 Test ideas against brief and other factors.
	2.5 Select preferred option.
3 Collaborate with others.	3.1 Develop ideas in conjunction with ***relevant people***.
	3.2 Seek and accept ***feedback*** from relevant people in an appropriate fashion.
	3.3 Modify ideas according to feedback.
	3.4 Maintain and utilise a ***network of peers*** to discuss ideas.
4 Analyse and reflect on ideas.	4.1 Analyse ideas from different perspectives.
	4.2 Use appropriate strategies to capture ***reflections***.
	4.3 Examine ideas to ensure they meet context requirements, best practice and future needs.
	4.5 Allow time for the development and analysis of ideas.
5 Represent ideas.	5.1 Select an appropriate ***communication technique*** for the target ***audience***.
	5.2 Develop the ***presentation of the idea*** with the audience in mind.
	5.3 Present the idea to educate and inform the client.
	5.4 Modify the idea according to client feedback.
6 Evaluate ideas.	6.1 ***Review*** ideas using appropriate ***evaluation methods*** to ensure they meet required needs.
	6.2 Modify ideas as required.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
  - collaborate with others and represent ideas through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- research skills
- networking
- lateral thinking
- the ability to analyse self and external factors
- time management skills.

The following knowledge must be assessed as part of this unit:

- relevant technical knowledge
- broad industry and market knowledge
- organisational culture
- social, environmental and work culture impacts
- principles of innovation.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • interprets the need for innovation in the workplace • identifies resources and constraints and researches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	affecting factors when generating innovative ideas • generates ideas using creative thinking techniques • tests ideas against brief and other relevant factors • presents and discusses ideas with relevant people • seeks feedback and modifies ideas accordingly • analyses and reflects on ideas to ensure they meet end user requirements • presents ideas using appropriate communication methods • reviews and modifies idea using appropriate evaluation methods.
Context of and specific resources for assessment	Assessment must ensure access to: • a real or simulated work environment • relevant documentation, such as store policy and procedures manuals • a range of communication equipment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • a detailed case study • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Innovation may include:	• generating new ideas or solutions • developing new uses for old ideas and making them useful or a means of improvement.
End user requirements may refer to:	• who will be using the end product • why the product or process is needed • how will it be used • advantages will it provide • where it will be used.
Resources and constraints may include:	• time required • costs • equipment • human resources • work culture • management practice • technology needed.
Factors and ethical considerations may include:	• aesthetic requirements • functionality • information available • OHS • environmental considerations.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Organisational knowledge may include:	• technical knowledge • information gained from books and audiovisual resources • knowledge from different work areas • information from work colleagues • work processes • product • materials • systems • tools • working conditions.
Feedback may be:	• formal or informal • verbal • in writing • in groups • individual.
Creative thinking techniques may include:	• brainstorming • visualising • making associations • building on associations • telling stories • creative writing • lateral thinking games • mind mapping, drawings • six thinking hats • using prompts.
Stimulation from alternative sources may include:	• reading books and industry journals • talking with colleagues and friends • visiting art galleries and museums • going to industry workshops • networks.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Relevant people may include:	• colleagues • team members • supervisors • managers • the client.
Maintaining a ***network of peers*** may include:	• participating in forums • participating in industry training • attending workshops • becoming a member of a network.
Capture of ***reflections*** may include:	• mind mapping • assessing alternatives • drawing comparisons • imagining possible outcomes • imagining best and worst case scenarios.
Communication techniques may include:	• writing a proposal • building a model • showing a film • presenting a talk • preparing a report • drawing a diagram.
The ***audience*** may include:	• external contacts • internal contacts, such as management and other team members • groups or individuals • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
Presentation of ideas may	• helping the client visualise and understand the idea

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

include:	• actively listening • asking questions • accepting others opinions • explaining the proposal • clarifying details.
Formal review of the idea may involve:	• checking that the idea can be implemented • that it meets the client and end user needs • best practice • financial requirements • resource requirements.
Evaluation methods may include:	• developing checklists • discussing the process with colleagues or supervisors • writing a report of the outcomes.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Quality and Innovation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXQUA002A Lead a team to foster innovation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to lead a workplace team in ways that foster innovative work practices.

Application of the Unit

Application of the unit This unit covers the skills needed by individuals leading work teams on individual projects or for work in general. The skills encompass the requirements for encouraging innovation within individual team members as well as a team as a whole. They include how to put a team together and keep it working well, how to structure work and monitor progress, how to ensure the team members have the information and skills they need and how to apply innovative work skills to the leadership role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise team to maximise innovation.	1.1 Analyse the performance requirements for the ***team***. 1.2 Gather ***information*** about ***team members***. 1.3 Acknowledge strengths and weaknesses of individual team members. 1.4 Assign team roles to ensure a match between work requirements and individual team members' capacities. 1.5 Select team members to foster cross-fertilisation of ideas.
2 Organise work assignments within team to facilitate innovative work practices.	2.1 Structure and organise work to enable innovation. 2.2 ***Communicate*** work assignments to team members in ways that ***encourage and reinforce*** team-based innovation. 2.3 Allocate tasks and activities to ensure the best use of team skills.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Ensure work assignments include timelines that allow for innovation.
3 Provide guidance and coaching to team members on innovation in the workplace.	3.1 Encourage team members to work collaboratively on work assignments. 3.2 Encourage team members to share work information, knowledge and experiences in their day-to-day work. 3.3 Encourage team members to seek ***external stimuli and knowledge*** and to set up and maintain networks. 3.4 Provide appropriate ***guidance*** to team members on the use of innovation in the workplace. 3.5 Coach team members to ensure they have the enabling skills to implement innovation in the workplace.
4 Provide a model of innovative work practice.	4.1 Share case studies and examples of the use and benefits of innovative work practices within teams with team members. 4.2 Ensure examples of the way innovative skills can be applied in the workplace are provided by the team leader. 4.3 Demonstrate the ***qualities of an effective team member***, as team leader in working with the team. 4.4 Promote and reinforce the value placed by the organisation on innovation.
5 Monitor the team's ongoing use of innovative work practices.	5.1 Actively encourage team members to reflect on team activities and opportunities for improvement and innovation. 5.2 Evaluate team activities based on ***feedback*** from team members, management, ***clients*** and other interested people. 5.3 Receive ***suggestions for work improvements*** in a positive manner, and act on them where appropriate. 5.4 Review and record ***evidence*** of the application of innovative work skills, and present findings as appropriate. 5.5 Review the innovation process and discuss and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	constructively analyse both positive and negative outcomes.
6 Provide feedback on the use of innovative work skills.	6.1 Debrief team members after work and ***training and evaluation*** exercises. 6.2 Discuss feedback from review processes within the team and use it to inform future planning. 6.3 Celebrate successful innovations and ***reward*** the team appropriately. 6.4 Discuss problems in the use of innovation in a constructive way.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- ability to apply innovative work skills in own work
- interpersonal communication skills to:
  - communicate work assignments
  - provide guidance and coaching and provide feedback through clear and direct communication
  - ask questions to identify and confirm requirements
  - share information
  - give instructions
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- leadership skills
- motivational skills
- counselling and consoling skills
- conflict resolution skills
- evaluation skills

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- matching staff competencies to task requirements.

The following knowledge must be assessed as part of this unit:

- innovative work skills
- leadership principles
- techniques for evaluating team performance
- an understanding of group dynamics in a team
- coaching and learning principles.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • organises team to maximise innovation, including gathering information on team members, assigning team roles and selecting team members • organises work assignments within team to foster innovation • provides guidance and coaching to team members on innovation in the workplace • provides a model of innovative work practice • monitors the team's ongoing use of innovative work practice.
Context of and specific resources for assessment	Assessment must ensure access to: • a retail work environment • relevant documentation, such as store policy and procedures manuals • a range of communication equipment • a team.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Team may include:	• small work team • store team • corporate team.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Information may include:	• work preferences • past jobs • interests • working styles • lifestyle preferences.
Team members may:	• come from a variety of social, cultural or ethnic backgrounds • vary in literacy and numeracy skills • vary in competencies.
Methods used to ***communicate*** may include:	• writing a proposal • building a model • showing a film • presenting a talk • preparing a report • drawing a diagram.
Ways to ***encourage and reinforce*** team-based innovation may include:	• supportive communication • allowing follow-through with ideas • providing enough but not too much guidance and structure • providing training and learning opportunities.
External stimuli and knowledge may come from:	• technical experts • other organisations • journals • the internet • networks.
Guidance may include:	• coaching • mentoring • counselling • skills training • modelling.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Qualities of an effective team member may include capacity to be:	• fair • responsible • collaborative • reflective • sympathetic • equitable • hardworking.
Feedback may be sought and given:	• verbally • in writing • through presentations • at informal and formal meetings.
Clients may include:	• new and existing clients • internal or external clients • customers with a range of social, cultural and ethnic backgrounds and physical and mental abilities • customers with routine or special needs.
Evidence may include:	• feedback from team members or other staff • feedback from clients or work-based managers • work-related statistics and reports.
Suggestions for work improvements may be received from:	• supervisors • team members • peers • clients • the learners • subject experts.
Training and evaluation may:	• relate to: existing staff competencies

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

	level of competencies required by staff
	• be supervised by:
	  • supervisor or manager
	  • training coordinator
	  • external consultant.

Rewards and promotion of innovation may include:	• positive feedback presentation to peers and higher management • prizes • certificates • positive reinforcement through articles in newsletters.

Unit Sector(s)

Sector	Cross-Sector

Competency field

Competency field	Quality and Innovation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXQUA003A Create an innovative work environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to create a work environment that enables and supports the application of innovative practices in the workplace.

Application of the Unit

Application of the unit This unit requires the team leader to create a work environment that fosters innovation, and includes consideration of working conditions and practices, management practices, physical layout and training and education.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Implement work practices and procedures to support innovation.	1.1 Establish ***working conditions*** that ***encourage*** the application of innovation in the workplace. 1.2 Implement processes to maximise the use of innovation in ***work activities***. 1.3 Introduce and maintain ***workplace procedures*** to foster the application of innovation in the workplace. 1.4 Facilitate ***collaborative work arrangements*** to foster innovation.
2 Implement management practices to support innovation.	2.1 Actively support and guide the development of new ideas. 2.2 Ensure all ideas are positively received and constructive advice provided. 2.3 Establish and maintain relationships based on mutual respect and trust between ***management and staff***. 2.4 Exemplify innovative work practice in the way

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	management approaches work and team responsibilities.
3 Promote innovation in the workplace.	3.1 ***Acknowledge*** staff suggestions, improvements and innovation.
	3.2 ***Celebrate and promote*** innovation by appropriate means.
	3.3 Promote and reinforce the value placed by management on innovation in spite of the potential risks.
4 Create a physical environment that supports innovation.	4.1 Decorate the ***physical environment*** to maximise creativity.
	4.2 Design work spaces to encourage the cross-fertilisation of ideas as well as the application of innovation at work skills.
	4.3 Design work spaces to provide for the development of relationships between all members of the workplace.
5 Provide information and learning opportunities to foster innovation.	5.1 Share ***relevant information***, knowledge and skills within the organisation.
	5.2 Provide formal learning opportunities to help develop skills needed for innovation at work.
	5.3 Create active ***learning opportunities*** in which managers and staff can learn from the experience of others.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
  - discuss and provide constructive feedback on ideas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- establish and maintain relationships and share information through clear and direct communication
- ask questions to identify and confirm requirements
- use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- leadership skills
- encouraging and supporting achievements of team members
- accessing, interpreting and sharing information
- researching information.

The following knowledge must be assessed as part of this unit:

- innovation at work skills
- basic management principles
- the ways workplace climate can affect employees' attitudes and performance
- coaching and learning opportunities for employees and how they can be used to improve the skills in the use of innovative work practices
- factors that can motivate staff to apply innovative work practices
- ways of rewarding performance in the workplace.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • organises procedures to support innovation in the workplace • encourages collaborative work arrangements • implements management practices that support innovation • provides encouragement for innovation • rewards suggestions, improvements and innovation in the workplace through celebration and promotion

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

	by appropriate means • creates a physical environment that supports innovation • establishes strategies to promote innovative work practice • provides information and learning opportunities to foster innovation.
Context of and specific resources for assessment	Assessment must ensure access to: • a retail work environment • relevant documentation, such as store policy and procedures manuals • a range of communication equipment • a work team.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Working conditions may include:	• flexible working hours • family friendly leave entitlements • time provided for ideas generation • study leave • social leave.
Processes to ***encourage*** the application of innovation in the workplace may include:	• collecting data • future scanning • seeking feedback • networking • making suggestions • creative thinking • collaborating.
Work activities may include:	• the development of new products • processes • services • programs • tools • work practices.
Workplace procedures may relate to:	• staff meetings • training • performance management • project management • client relations • briefing processes.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Collaborative work arrangements may include:	• working in teams or partnerships • working with supplier organisations • working in different sections.
Management and staff may:	• come from a variety of social, cultural or ethnic backgrounds • vary in literacy and numeracy skills • vary in competencies.
Acknowledgement may include:	• congratulating team • providing newsletter stories • using idea to help generate other ideas • acknowledgement from management.
Ways to ***celebrate and promote*** innovation may include:	• positive feedback presentation to peers and higher management • prizes • certificates • articles in newsletters.
Physical environment may include:	• work station arrangements • work space design and décor • relaxation areas • eating areas • external areas • location of work sections.
Sources of ***relevant information*** may include:	• contact with others inside or outside the store • customers • staff • publications • business journals • newspapers • conferences and courses • internet

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- statistics
- observation
- market research.

Learning opportunities may include:

- formal training or education
- informal learning
- coaching and mentoring
- job rotation
- information seminars
- on-line learning
- conferences
- policy and procedures
- reports.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Quality and Innovation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXQUA004A Set up systems that support innovation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to conceptualise and design new systems that develop and foster innovation in the workplace.

Application of the Unit

Application of the unit This unit applies to managers and senior members of staff. It involves assessing the potential for innovative practice within an organisation, setting goals, identifying barriers and generating options for innovative systems; and trialling, evaluating and implementing new innovative systems in the workplace.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct research into organisation systems.	1.1 Identify ***reasons*** for incorporating innovation into ***organisation systems***. 1.2 Clarify ***goals*** of a new innovative system. 1.3 Research ***innovative systems*** in other organisations. 1.4 Analyse current organisational systems to ***identify gaps or barriers*** to innovation. 1.5 ***Identify staff*** who can support and foster innovation in the new systems.
2 Generate innovative system options.	2.1 ***Conceptualise*** ideas for innovative work systems that will foster innovation using individual and group techniques. 2.2 Evaluate and discuss the range of ideas with other team members and colleagues. 2.3 Select a system idea that meets the ***workplace requirements*** and which is both feasible and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	innovative.
3 Develop plan for the innovative system.	3.1 Analyse the organisational structure to identify the impact of the new system on people, ***resources*** and finances.
	3.2 ***Consult staff*** throughout the organisation who will be involved with, or affected by, the new system.
	3.3 Clarify financial impact of the new system and allocate funds and resources.
	3.4 Develop marketing or promotional strategy to educate the organisation on the new system.
	3.5 Evaluate competencies of staff who will use the system and plan a ***learning and development*** strategy.
4 Trial the innovative work system.	4.1 Present innovative system to staff and gather preliminary ***feedback***.
	4.2 Trial new system with a group within the organisation.
	4.3 Monitor and take action to streamline the trial where required.
5 Review the trial of the innovative system	5.1 ***Review*** the innovative system in relation to its goals and the ways in which it fosters innovation in the workplace.
	5.2 Adjust the innovative system to reflect evaluation feedback.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- collaborate with others and represent ideas through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- ability to interpret and analyse organisational requirements for work systems
- evaluation of staff competencies
- ability to plan the implementation of new systems
- ability to organise and implement training and learning activities to prepare team members and managers to implement a new work system
- research skills.

The following knowledge must be assessed as part of this unit:

- principles of new systems
- leadership and management theory
- an understanding of ways in which the system can contribute to innovation in the workplace
- various options for the system
- creative thinking techniques.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • establishes the reasons why innovative systems are required • establishes the goals of a new innovative system • analyses current organisational systems to identify gaps and barriers to innovation • generates a number of options for innovative systems, seeks feedback, evaluates ideas and selects an appropriate idea to develop further

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- develops a plan to implement the new system, including staff required, financial impact, marketing and the evaluation of competencies
- trials and monitors the innovative work system
- reviews the trial of the innovative work system and makes adjustments to reflect evaluation feedback.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
  - policy and procedures manuals
  - information on the internal and external operating environment
- a range of communication equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- review of portfolios of evidence
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Reasons for incorporating innovation into the organisation may include:	• high staff turnover • customer dissatisfaction • continuous improvement • increasing competitiveness.
Organisation systems may include:	• human resources management • team management • organisational structures • product development • marketing • training and assessment.
Goals may include:	• winning more business • diversifying the business • increasing staff numbers • changing the culture of the organisation • generating more income.
Innovative systems may include:	• product review systems • human resources • quality management • innovation reward systems • team management • project management • learning and development systems.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Gaps or barriers may include:	• hierarchical system of management • staff not being involved in decisions • people not communicating with each other or sharing information • managers who do not accept new ideas • teams who work in rigid and inflexible ways.
Methods to ***identify staff*** may include:	• surveys or questionnaires • job profile analysis • observations.
Conceptualisation methods may include:	• process analysis • cost-benefit analysis • brainstorming • value analysis • SWOT analysis • review of approaches and procedures used by competitors • visual imagining • jotting words • flow charts • mind maps • other creative thinking strategies.
Workplace requirements may relate to:	• training • performance management • project management • client relations • briefing processes.
Resources may include:	• people • materials • equipment and technology • budget • time.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Methods of ***consulting staff*** may include:	• interviews • team meetings • email • memos • informal interactions.
Learning and development may include:	• formal training or education • informal learning • coaching and mentoring • job rotation • information seminars • on-line learning • conferences.
Feedback may be sought and given:	• verbally • in writing • through presentations • at informal and formal meetings.
Review may involve:	• checking system implementation • meeting client and end user needs • best practice • financial requirements • resource requirements.

Unit Sector(s)

Sector Cross-Sector

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency field

Competency field Quality and Innovation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXRSK001A Minimise theft

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers or terminals and keys.

Application of the Unit

Application of the unit This unit applies to frontline service personnel. It requires the team member to apply store policy and procedures and industry codes of practice in regard to store security and theft prevention, reporting theft or suspicious behaviour to relevant personnel and monitoring stock, work areas, customers and staff to minimise opportunities for theft.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Apply routine store security.	1.1 Apply store ***security systems and procedures*** according to store policy. 1.2 Handle and secure cash according to ***store policy and procedures***. 1.3 Observe and deal with suspect behaviour by ***customers*** according to store policy and ***legislative requirements***. 1.4 Deal with internal and external theft according to store policy and legislative requirements. 1.5 Store products and equipment in a secure manner.
2 Minimise theft.	2.1 Take appropriate action to minimise theft by applying store procedures and legislative requirements. 2.2 Match merchandise to correct price tags. 2.3 Maintain surveillance of merchandise according to store policy and ***legislative requirements***.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	2.4 Check customers' bags as required at point of sale according to store policy and legislative requirements.
	2.5 Maintain security of cash, cash register and keys according to store policy.
	2.6 Maintain security of stock, cash and equipment in regard to customers, ***staff*** and outside contractors according to store policy and legislative requirements.
	2.7 Deal with suspected or potential thieves according to store policy and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy and numeracy skills in:
  - recording of stolen items
  - reporting of theft.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
  - security
  - checking customers' bags and purchases
  - reporting problems and faults
- relevant legislation and statutory requirements, particularly in regard to checking customers' bags and purchases
- Trade Practices and Fair Trading Acts
- store merchandising system
- security procedures relating to cash and non-cash transactions
- location and operation of store security equipment
- reporting procedures for internal and external theft or suspicious circumstances.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- consistently applies store policy and procedures and legislative requirements, including industry codes of practice in regard to store security and theft prevention in a range of contexts and situations
- consistently applies store policy and procedures in regard to following security procedures and for reporting theft or suspicious behaviour to relevant personnel
- monitors stock, work area, customers and staff to minimise opportunities for theft.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
  - store policy and procedures manuals
  - legislation and statutory regulations
  - industry codes of practice
  - Trade Practices and Fair Trading Acts
- relevant security equipment
- point-of-sale equipment.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a simulated work environment
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXCCS001A Apply point-of-sale handling procedures
- SIRXCCS002A Interact with customers
- SIRXINV001A Perform stock control procedures
- SIRXFIN001A Balance point-of-sale terminal.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Security systems and procedures may deal with:

- customers
- staff
- keys
- visitors, sales representatives, contractors and vendors
- stock
- records
- cash, credit cards
- equipment, including:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- alarm systems
- video surveillance
- mirrors
- security tags
- locked and secure areas
- premises
- armed hold-up.

Store policy and procedures may relate to:

- security
- surveillance of merchandise
- reporting problems and faults.

Customers may include:

- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Legislative requirements may include:

- privacy and confidentiality laws
- Trade Practices and Fair Trading Acts
- consumer law
- awards and agreements
- property offences
- credit laws
- reporting procedures
- criminal law.

Staff may include:

- management
- other staff members
- full-time, part-time and casual staff
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Risk Management and Security

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXSLS001A Sell products and services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

Application of the Unit

Application of the unit This competency applies to frontline sales personnel. It requires the recognition and demonstration of verbal and non-verbal communication skills to determine customer requirements, sell the benefits of products and services, overcome objections and close sales. Personal evaluation is utilised to maximise sales in accordance with industry codes of practice, relevant legislation and store policy.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Apply product knowledge.	1.1 Demonstrate knowledge of the use and application of relevant products and services according to ***store policy*** and ***legislative requirements***.
	1.2 Develop ***product knowledge*** by accessing ***relevant sources of information***.
2 Approach customer.	2.1 Determine and apply timing of ***customer*** approach.
	2.2 Identify and apply effective ***sales*** approach.
	2.3 Convey a positive impression to arouse customer interest.
	2.4 Demonstrate knowledge of customer buying behaviour.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
3 Gather information.	3.1 Apply questioning techniques to determine customer buying motives.
	3.2 Use listening skills to determine customer requirements.
	3.3 Interpret and clarify non-verbal communication cues.
	3.4 Identify customers by name where possible.
	3.5 Direct customer to specific merchandise.
4 Sell benefits.	4.1 Match customer needs to appropriate products and services.
	4.2 Communicate knowledge of products features and benefits clearly to customers.
	4.3 Describe product use and safety requirements to customers.
	4.4 Refer customers to appropriate product specialist as required.
	4.5 Answer ***routine customer questions*** about merchandise accurately and honestly or refer to senior sales staff.
5 Overcome objections.	5.1 Identify and accept customer objections.
	5.2 Categorise objections into price, time and merchandise characteristics.
	5.3 Offer solutions according to store policy.
	5.4 Apply ***problem solving*** to overcome customer objections.
6 Close sale.	6.1 Monitor, identify and respond appropriately to customer buying signals.
	6.2 Encourage customer to make purchase decisions.
	6.3 Select and apply appropriate method of closing sale.
7 Maximise sales	7.1 Recognise and apply opportunities for making

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
opportunities.	additional sales. 7.2 Advise customer of complementary products or services according to customer's identified need. 7.3 Review personal sales outcomes to maximise future sales.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- selling techniques, including:
  - opening techniques
  - recognising buying signals
  - strategies to focus customer on specific merchandise
  - add-ons and complementary sales
  - overcoming customer objections
  - closing techniques
- verbal and non-verbal communication skills
- handling difficult customers
- negotiation skills
- sales performance appreciation
- questioning, listening and observation
- literacy skills in regard to:
  - reading and understanding product information
  - reading and understanding store policies and procedures
  - recording information
- numeracy skills in regard to:
  - handling payment for goods
  - weighing and measuring goods.

The following knowledge must be assessed as part of this unit:

- store policies and procedures, in regard to:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- selling products and services
- allocated duties and responsibilities
- store merchandise and service range
- specific product knowledge for area or section
- relevant legislation and statutory requirements
- relevant industry codes of practice
- customer types and needs, including:
  - customer buying motives
  - customer behaviour and cues
  - individual and cultural differences
  - demographics, lifestyle and income
  - types of customer needs, e.g. functional, psychological.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • applies product knowledge and uses appropriate sales approach to sell the benefits of products and services, overcome objections and close sales • uses questioning, listening and observation skills to determine customer requirements • consistently applies store policies and procedures in regard to selling products and services • maximises sales opportunities according to store policies and procedures • consistently applies industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services • evaluates personal sales performance to maximise future sales.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as policy and procedures manuals
- a range of customers with different requirements
- a range of merchandise and products appropriate to the retail workplace
- product labels and sources of product information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Store policy and procedures in regard to:	• interaction with customers • selling products and services.
Legislative requirements may include:	• Trade Practices and Fair Trading Acts • tobacco laws • liquor laws • lottery legislation • industry codes of practice • OHS • sale of second-hand goods • sale of X and R rated products • trading hours • transport, storage and handling of goods.
Product knowledge may include:	• warranties • features and benefits • use-by dates • handling and storage requirements • stock availability • safety features • price.
Relevant sources of information may include:	• internet • staff members • store or supplier product manuals • product profiles • videos • demonstrations • labels • store tours.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Customers may include:	• new or repeat contacts • external and internal contacts • customers with routine or special requests • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
Sales transactions may be completed:	• face to face • over the telephone • online.
Routine customer questions may relate to:	• price and price reductions • quality • availability • features and benefits.
Problem solving may be affected by:	• store policies and procedures • resource implications.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Sales

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SIRXSLS002A Advise on products and services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	It describes the performance outcomes, skills and knowledge required to apply a depth of specialist or general product knowledge and a need for experience and skill in offering advice to customers.

Application of the Unit

Application of the unit	This unit requires the team member to develop, maintain and convey detailed and specialised product knowledge to customers and other staff in accordance with store policy and relevant legislation. Specialist sales personnel undertake this function.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop product and service knowledge.	1.1 Develop and maintain ***product knowledge*** according to ***store policy*** and ***legislative requirements***.
	1.2 Convey product knowledge to other ***staff*** as required.
	1.3 Research and apply comparisons between products and services.
	1.4 Demonstrate knowledge of competitors' product and service range and ***pricing structure***.
2 Recommend specialised products or services.	2.1 Evaluate merchandise according to ***customer requirements***.
	2.2 Demonstrate features and benefits of products and services to ***customer*** to create a buying environment.
	2.3 Apply detailed specialised knowledge of product to provide accurate advice to customers.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
  - convey product knowledge to staff
  - apply knowledge to provide advice to customers
  - handle difficult customers through clear and direct communication
  - ask questions to identify and confirm requirements
  - share information
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- using a range of communication and electronic equipment
- accessing relevant product and service information
- literacy skills in regard to:
  - reading and understanding product information
  - reading and understanding store policies and procedures
  - recording information
- numerical skills in regard to:
  - estimating and calculating costs relevant to pricing products.

The following knowledge must be assessed as part of this unit:

- specialised product knowledge, including:
  - warranties
  - benefits and features
  - shelf life and use-by date
  - storage requirements
  - ingredients or materials contained in product
  - product and ingredient origins
  - care and handling of products
  - corresponding or complementary products and services
  - stock availability
- store and industry manuals and documentation
- stock and merchandise range
- service range

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

- procedures for taking orders
- pricing procedures, including GST requirements
- other relevant policies and procedures
- relevant legislation and statutory requirements
- relevant industry codes of practice.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • consistently applies store policies and procedures and industry codes of practice in regard to customer service and selling products and services • develops, maintains and conveys product knowledge to customers and other staff • applies detailed and specialised product knowledge to provide accurate advice according to the needs of the customer.
Context of and specific resources for assessment	Assessment must ensure access to: • a retail work environment • a range of stock and merchandise relevant documentation, such as: • price lists • policy and procedures manuals • a range of customers with different requirements • a range of communication equipment.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

are appropriate for this unit:

- observation of the candidate in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Product knowledge may include:

- brand options
- product features and benefits
- warranties
- safety features
- use-by dates
- handling and storage requirements
- stock availability
- price.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

Product knowledge may be developed and maintained by:	• accessing the internet • attending product launches • attending product seminars • discussions with staff • accessing product information booklets and pamphlets.
Store policy and procedures in regard to:	• interaction with customers • selling products and services.
Legislative requirements may include:	• Trade Practices and Fair Trading Acts • tobacco laws • liquor laws • lottery legislation • industry codes of practice • OHS • sale of second-hand goods • sale of X and R rated products • trading hours • transport, storage and handling of goods.
Staff may include:	• full-time, part-time or casual • under contract • people with varying degrees of language and literacy • people from a range of cultural, social and ethnic backgrounds • people with a range of responsibilities and job descriptions.
Customer requirements may include:	• specific brand • sizing • quality • quantity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

RANGE STATEMENT

- price range
- usage.

Customers may include:

- new or repeat contacts
- external and internal contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Pricing structure may include:

- sales reductions
- pricing procedures, including GST requirements
- mark-downs.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Sales

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRCAQU001B Monitor pool water quality

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation Industry Training Package and covers the skills and knowledge required to monitor the water quality of swimming pools/aquatic facilities according to health standards.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Conduct routine pool water tests according to regulations and respond to**	1.1 Complete **routine pool water tests** in compliance with **public health regulatory requirements** and facility procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	test irregularities	1.2 Compare pool water test results to **public health regulatory requirements**
		1.3 Report pool water test irregularities to the appropriate person for corrective action
2	**Respond to contamination incidents**	2.1 Continually implement visual checks for **pool water quality** and initiate corrective actions
3	**Record routine pool water tests**	3.1 Record pool water test results to aquatic facility specifications and meet the **public health regulatory requirements**

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm the ability integrated demonstration of all elements of competency and their performance criteria, in particular the ability to conduct regular pool water tests in compliance with public health regulatory requirements and correctly identify irregularities work within organisation policy and procedures and follow water treatment testing procedures governed by public health regulations for the treatment of public swimming pool wate
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

Nil

Required knowledge and skills

Required knowledge

Organisation's objectives, policies and procedures

Procedures and processes for pool water testing

Basic pool water chemistry

Relevant occupational health and safety, government and industry regulations and legislative requirements

Required skills

Communication skills to record pool water test results and report irregularities

Use of pool water testing apparatus

Visual identification of pool water quality

Resource implications

Physical resources - assessment of this competency requires access to

an aquatic facility

an effectively simulated work environment or industry approved training centre

Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must

be competent in this unit but preferably be competent in the unit at the level above

be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area

have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	(AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment
Context for assessment	This unit of competency must be assessed in the context of community recreation in Australia. For valid and reliable assessment the community recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace This unit of competence should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
2	1	1	1	1	2	2

These levels do

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information -

Communicating ideas and information -

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Planning and organising activities -

Working with teams and others -

Using mathematical ideas and techniques -

Solving problems -

Using technology -

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Pool water quality	refers to pool water that is maintained within the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	limits set by public health regulations for microbiological, disinfectant, pH and clarity levels
Public health regulatory requirements	may vary according to state/territory regulations but includes **Health Act** infectious diseases regulations **Dangerous goods Act** and Regulations **Poisons Act** metropolitan water supply, sewerage and drainage by-laws **Occupational health and safety Act** and Regulations environment legislation local government regulations
Routine poolwater tests	may include tests for free chlorine total bromine total chlorine combined chlorine pH alkalinity cyanuric acid calcium hardness total hardness temperature

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC001B Maintain equipment for activities

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the core skills and knowledge to undertake routine maintenance and minor repairs on sport and recreation equipment.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the core skills and knowledge to undertake routine maintenance and minor repairs on sport and recreation equipment.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 **Perform routine equipment maintenance**	1.1 Examine and check **equipment** according to **maintenance** schedule
	1.2 Check emergency **equipment** is regularly to be in correct working order
2 **Carry out equipment repairs**	2.1 Undertake necessary minor **repairs** to maintain safe and effective use of **equipment** promptly within one's own area of responsibility in the **work environment**
	2.2 Report **repairs** which cannot be carried out to the responsible person
	2.3 Follow all service and repair procedures as recommended by manufacturers
	2.4 Undertake all necessary measures to prevent clients and staff using unsafe **equipment**
	2.5 Examine resources required for **equipment maintenance** and **repair** regularly to ensure availability and operational ability
	2.6 Ensure working practices are in line with health and safety guidelines
3 **Store equipment to maintain a serviceable condition**	3.1 Place **equipment** in correct storage area
	3.2 Store and handle **equipment** so as to avoid **damage** to itself and the environment
	3.3 Store **equipment** in relation to accessibility and frequency of use
	3.4 Maintain storage areas in a clean and tidy condition
	3.5 Maintain accurate and up-to-date written records of stored **equipment**
	3.6 Comply with manufacturer's storage requirements with
	3.7 Maintain necessary access and egress in the case of an emergency
	3.8 Ensure security for storage facility is in accordance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

			with operating procedures
4	**Complete documentation**	4.1	Complete **records** of routine **maintenance** and **repairs** promptly, accurately, and legibly in accordance with guidelines

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of equipment repair and maintenance procedures within the work environment Assessment of performance should be over a period of time, maintaining a variety of equipment, covering the prescribed number of categories from the Range Statements that are applicable within the learners work environment in the community recreation, fitness, outdoor recreation or sport industry Assessment must confirm the ability to apply this knowledge and appropriate techniques to maintain and repair safety, general, and activity - specific equipment used within at least one activity/discipline of the recreation industry carry out equipment repairs within level of responsibility and skill refer equipment repairs and maintenance to the relevant personnel maintain accurate records of repairs and maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	correctly store equipment
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction with the following unit(s) Nil For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s) SRXCAI003B Provide equipment for activities
Required knowledge and skills	Required knowledge Reasons for carrying out regular maintenance checks Reasons for keeping accurate reports What to look for when checking equipment serviceability Manufacturer's and organisation's guidelines and codes of practice pertaining to equipment maintenance and repair Who the responsible person is Safety standards for equipment within area of responsibility Required skills A range of equipment repair techniques within one's area of responsibility relevant to the equipment being maintained Accurate recording of equipment and condition Communications, eg, verbal, non-verbal, instructions, labels
Resource implications	Physical resources - assessment of this unit of competency requires access to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	recreation equipment equipment repair and maintenance resources storage areas
	Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit but preferably be competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Due to issues such as variations in the types of damage or deterioration of equipment, this unit of competency must be assessed over a period of time, maintaining a variety of equipment, in order to ensure consistency of performance over the Range Statements and contexts applicable to the learner's work environment
Context for assessment	This unit of competency must be assessed in the context of maintaining equipment for a real sport or recreation activity. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
1	1	1	-	1	-	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting and analysing information about the condition of equipment based on workplace procedures

Communicating ideas and information - Communicating with clients and staff with regards to the condition of equipment

Planning and organising activities - Planning and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

organising for the repair of equipment

Working with teams and others - Not applicable

Using mathematical ideas and techniques - Calculating duration and frequency of use of activity-specific equipment that has safety benchmarks

Solving problems - Not applicable

Using technology - Using equipment appropriately for repair and maintenance

Please refer to the Assessment Guidelines for advice on how to use the Key

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competenci
es.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Damage	[all categories]
	damage to fabric and other components
	missing parts
	components requiring restocking or refilling
	failure to operate correctly
Equipment	[all categories]
	use of
	general pieces of equipment used within a recreation activity
	participant or client specific equipment
	equipment with significant health and safety implications
	rescue equipment
	emergency equipment
	types of
	large items (requiring lifting and assembly)
	small items
	fragile items
	simple and complex equipment
Maintenance	[all categories]

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	cleaning
	lubrication
	reinflation
	checking for damage
	restocking or refilling
	repair
	storage
Records	[all categories]
	format to include
	date
	time
	nature of the fault
	repairs or maintenance carried out
Repairs	[all categories]
	replacement of faulty or missing parts
	repair of component parts
	repair of structural fabric
	referral to qualified/experienced repairer
Work environment	[all categories]
	indoor and outdoor activities
	large and small enterprises
	activities within fitness, sport, outdoor recreation and community recreation

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC002B Maintain sport and recreational facilities

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to maintain facilities within a sport and recreation context in accordance with an organisations policies and procedures.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to maintain facilities within a sport and recreation context in accordance with an organisations policies and procedures.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 **Inspect, clean and maintain facilities/areas**	1.1 Carry out regular inspections to identify potential hazards/problems in the work area according to workplace **procedures** and standards
	1.2 Clean and **maintain areas** and amenities in the work environment to required standards in accordance with Occupational Health and Safety **legislation**
	1.3 Store and handle chemicals safely according to directions, Occupational Health and Safety (OH&S), health regulations and organisation guidelines
	1.4 Dispose of **wastes** and dangerous **chemicals** in accordance with Occupational Health and Safety (OH&S), health regulations and organisation **guidelines**
2 **Monitor necessary supplies**	2.1 Check **supplies** regularly for quantity, quality and expiry date
	2.2 Order or request **supplies** in accordance with organisation **procedures**
	2.3 Dispose of **supplies** according to Occupational Health and Safety (OHS) **legislation** and organisation regulations
3 **Clean facility areas**	3.1 **Maintain** the cleanliness of the facility areas in accordance with the approved guidelines and codes of practice
	3.2 **Clean areas** at the specified times where possible, with **cleaning agents** which are compatible with their surfaces
	3.3 Remove graffiti and chewing gum, as soon as possible, using the correct cleaning agent
	3.4 Display notices which warn clients of potentially unsafe areas, resulting from cleaning, clearly and correctly
	3.5 Demonstrate use of correct clothing/**equipment** /materials and work methods

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		3.6 Use **cleaning agents** as specified, using the recommended dosages/solution concentrations and chemicals and demonstrate handling them with care
		3.7 Clean cleaning materials, tools and **equipment** and return to the correct storage location
4	**Tidy facility areas**	4.1 Remove spillages, breakages and waste promptly and safely to the correct place, with minimum inconvenience to clients and staff
		4.2 Maintain lockers, baskets, cubicles and other clothing storage facility areas in a clean and tidy place
		4.3 Deal with left belongings according to approved **guidelines** and codes of practice
		4.4 Demonstrate use of correct clothing, equipment and work methods
		4.5 Dispose of rubbish is correctly and hygienically
5	**Handle cleaning chemicals**	5.1 Identified **chemicals** correctly
		5.2 Handle **chemicals** according to current safety regulations
		5.3 Locate and wear correct protective clothing as required
		5.4 Deal with any spillages promptly according to current **safety regulations**
		5.5 Deal with any contamination of the person promptly according to the manufacturer's guidelines and make a full and accurate report
		5.6 Report leaking or damaged containers immediately to the responsible authority
		5.7 Follow the correct **procedures** in the event of an emergency threatening the safety of staff or clients
6	**Organise cleaning chemicals**	6.1 Store chemicals so that the most frequently used are most accessible
		6.2 Carry out separation of incompatible chemicals according to manufacturer's **guidelines** and current

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	regulations
	6.3 Store **chemicals** in the correct area
	6.4 Report leaking or damaged containers promptly to the responsible authority
	6.5 Monitor levels of chemical stocks as used and inform the responsible person of any possible change
	6.6 Check the shelf - life of stock regularly and remove any past the expiry date promptly and dispose of correctly
	6.7 Keep accurate records clean and tidy, and pack containers in an orderly manner
	6.8 Report defects in the storage area to the responsible person
	6.9 Lock storage areas when unattended
7 **Ensure the continued operation of coin operated machines**	7.1 Check stock levels of **machines** periodically and restock supplies as required
	7.2 Empty coin boxes for coin operated **machines** according to schedule, or when reports are made of machines being filled up
	7.3 Record **machine** trip numbers accurately on the specified documentation
	7.4 Record **machine** faults and report promptly to the responsible person, and display notices promptly on machines to inform facility clients
	7.5 Clean **machines** frequently and remove marks, stains, dust and grease promptly
	7.6 Carry out minor repairs on the machine when necessary subject to the manufacturer's service agreement
8 **Contribute to the administration** of the facility	8.1 Accept bookings for the recreational facility and record accurately and in accordance with organisation guidelines
	8.2 Inform clients of the requirements and responsibilities of using the recreational facility

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

8.3 Record bookings in accordance with organisation and legislative requirements accurately and legibly

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of the maintenance tasks required within own area of responsibility within a specific facility applicable to the community recreation, outdoor recreation, fitness or sport industries Assessment of performance should be over a period of time covering the prescribed number of categories from the Range Statements that are applicable in the learner's work environment Assessment must confirm the ability to apply this knowledge and appropriate techniques to clean and service facility areas use cleaning chemicals compatible to the surfaces being cleaned within the work environment comply with all safety requirements with respect to the use and storage of chemicals and treatment of spills perform maintenance duties without inconveniencing clients maintain adequate stock levels wear correct protective clothing and dispose of wastes in accordance with legislative

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

requirements and organisation's procedures

empty coin, stock and maintain machines and notify relevant personnel of faults

maintain a facility/area using equipment consistent with level of responsibility

Interdependent assessment of units

This unit must be assessed after attainment of competency in the following unit(s)

SRXOHS001B Follow defined Occupational Health and Safety policies and procedures

This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

Nil

Required knowledge and skills

Required knowledge

The main types of cleaning agents and their correct uses

Hazards associated with cleaning agents and methods of minimising these

Symbols used to identify hazards

Treatment procedures for chemical spillage's on the skin and the floor

The relevant provisions for the employees under the Health and Safety Act pertaining to the handling of cleaning equipment and chemicals

Location of the Health and Safety Act requirements

Organisation's codes or practice for dealing with lost belongings and the possible consequences of not following these

Correct clothing, equipment and work methods

Correct and hygienic methods for disposing

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	of waste
	Organisation ordering procedures
	Relevant health and safety legislation
	Basic Machinery operation, eg, whipper snipper, lawn mowers, cleaners
	Types of supplies available and necessary, ie, Occupational Health and Safety regulations
	Required skills
	Communication/interpersonal skills to notify of faults and cleaning schedules
	Operating basic machinery
	Identifying hazards/unclean area/pollution
	Using cleaning materials
	Gardening and operation of gardening equipment
	Cleaning techniques
	Monitoring supplies
	Writing order/requests
	Checking expiry dates
	Organising
	Disposal of dangerous materials
	Booking procedures
Resource implications	Physical resources - assessment of this unit of competency requires access to
	A real work environment
	cleaning and maintenance equipment
	supplies
	coin operated machines
	Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must
	be competent in this unit but preferably be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Due to issues of variations in work environments, this unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range of Statements and contexts applicable to the work environment at any given time
Context for assessment	For valid and reliable assessment competency must be demonstrated in a real work facility with clients in the community recreation, outdoor recreation or sport industries Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

1	1	1	1	1	-	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

about the facility such as quantities of supplies, cleanliness of areas and organising appropriate maintenance work

Communicating ideas and information - Communicating maintenance tasks that may impact on the safety of clients

Planning and organising activities - Planning and organising facility maintenance

Working with teams and others - Coordinating maintenance work with colleagues and clients in order to minimise disruption

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	to service delivery
Using mathematical ideas and techniques	- Stocktaking and ordering of maintenance supplies
Solving problems	- Not applicable
Using technology	- Using current technology for safe operation of equipment, etc
	Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Administration	[all categories] maintenance activities may include but are not limited to booking procedures
Chemicals	[all categories] types bleach based acid based chemicals used for the purification of water floor seals handling protective clothing managing incidents such as spillage storage location maintenance of area monitoring shelf life
Cleaning agents to be used	[all categories] may include acid/alkaline based chemicals heavy-duty detergents organic solvents abrasives
Facility/area	[all categories] may include outdoor indoor

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	dry and wet recreation centre/facility built and non-built
General cleaning equipment	[all categories] manual equipment mechanical equipment
Guidelines	[all categories] written safety procedures for the facility manufacturer's guidelines
Legislative context	[all categories] State/Territory statutory requirements local laws, by-laws ordinances and policy
Machines	[all categories] may include telephones dispensing machines
Maintenance	[all categories] may include lawn mowing edging tree lopping maintaining supplies minor repairs cleaning facility
Maintenance activities	[all categories] may include restocking emptying coins cleaning safety inspection
Procedures	[all categories]

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	written safety/operating standards
Safety regulations	[all categories] current Occupational Health and Safety Act current control of hazardous substances current activity-specific safety regulations
Supplies	[all categories] may include first aid and sun cream chemicals for facility, eg, pool for cleaning, eg, detergent, wax office supplies hygiene/sanitary products supplies specific to recreation activity or service requirements
Wastes	[all categories] types may include blood bandages chemicals sanitary bins garbage sharps handling protective clothing safe disposal guidelines
Work environment	[all categories] varies with respect to size of the organisation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

location
organisational structure
nature of the service provided
availability of resources

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC003B Implement facility maintenance programs

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to implement a maintenance program for a sport and recreation facility and to contribute to the development of the facility maintenance program.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to implement a maintenance program for a sport and recreation facility and to contribute to the development of the facility maintenance program.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Contribute to the development of a maintenance** program	1.1 Ensure that maintenance program protects health and safety of **facility users**
	1.2 Demonstrate that program accounts for short, medium and long term **maintenance** requirements of the **facility**
	1.3 Schedule **maintenance activities** to minimise disruption to **facility users**
	1.4 Integrate maintenance program with asset acquisition and disposal plans
	1.5 Demonstrate that maintenance plan protects function and value of **asset**
	1.6 Consider alternative maintenance methods and use to maintain cost effective program
2 **Implement a maintenance** program	2.1 Maintain **facility** function without interruption where possible
	2.2 Maintain safety for **facility users** at all times in accordance with organisation and **legislative requirements**
	2.3 Carry out routine **maintenance** within scheduled timeframes and budgets
	2.4 Respond promptly to requests for **maintenance** assistance
	2.5 Report recommendations which contribute to the increased efficiency of **maintenance** to the responsible person
3 **Respond to failed or unsafe equipment**	3.1 Erect clear and noticeable warning signs around **equipment** which is in the process of being repaired
	3.2 Carry out the assessment of failed or unsafe **equipment** in accordance with requirements
	3.3 Perform repairs within the learner's designated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	responsibility and ensure manufacturer's recommendations and standards are complied with
	3.4 Withdraw (immediately) from use of unsafe **equipment** which cannot be effectively repaired within one's own area of responsibility in the **work environment**
	3.5 Record **equipment** that is seen to have failed and reported promptly to the responsible person
	3.6 Complete (promptly, accurately and correctly) reports on repair work which has been undertaken
	3.7 Follow **guidelines** and codes of practice correctly at all times
4 **Inspect, clean and maintain facilities**	4.1 Carry out regular inspections to identify potential hazards/problems in the work area according to workplace procedures and standards
	4.2 Clean and maintain areas and amenities to required standards in accordance with Occupational Health and Safety (OH&S) legislation
	4.3 Store and handle chemicals safely according to directions, Occupational Health and Safety (OH&S), health regulations and organisation policy
	4.4 Dispose of **wastes** and dangerous chemicals in accordance with Occupational Health and Safety, health regulations and organisation policy
5 **Monitor necessary supplies and records**	5.1 Check **supplies/stock** regularly for quantity, quality and expiry date
	5.2 Maintain determined optimum supply/stock levels to ensure constant productivity
	5.3 Undertake **purchase, receipt, storage and issue** of supplies in accordance with organisation procedures
	5.4 Reconcile supply/stock levels with paperwork and rectify or report any discrepancies to nominated person within designated timelines
	5.5 Update **records** in an accurate manner to ensure confidentiality and security of information and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	keep records for the necessary period
	5.6 Dispose of expired or damaged **supplies/stock** according to Occupational Health and Safety (OH&S) legislation and organisation regulations
6 **Monitor function and value of assets**	6.1 Obtain research and feedback from facility users on effectiveness of maintenance program
	6.2 Check condition of **asset** regularly against criteria that ensure retention of function and value
	6.3 Respond to identified problems promptly in accordance with organisation procedures
	6.4 Value **supplies/stock** using the nominated valuation method (if required)

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of maintaining equipment and facilities in the work environment as well as contributing to the development of a maintenance program
	Assessment of performance should be over a period of time covering all categories of facility maintenance from the Range Statements that are applicable in the learners environment
	Assessment must confirm the ability to apply this knowledge and appropriate techniques to
	schedule and implement short and long term

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	maintenance programs for facilities and equipment
	respond appropriately to equipment failures
	implement maintenance program within budget, scheduled timeframes and without inconveniencing clients
	inspect the cleanliness and safety of facilities to ensure their compliance with standards
	maintain supplies/stock levels to ensure the smooth running of the organisation within area of responsibility
	maintain accurate records and deal with discrepancies
	account for supplies/stock
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s)
	SRXFAC001B Maintain equipment for activities
	SRXFAC002B Maintain sport and recreational facilities
	This unit must be assessed in conjunction with the following unit(s)
	Nil
	For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)
	Nil
Required knowledge and skills	Required knowledge
	Equipment operation
	Chemical and hazardous substances
	Ordering procedures
	Occupational Health and Safety (OH&S), Health and other regulations
	Garden machinery operation, eg, whipper snipper, lawn mowers, and basic gardening techniques

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Standard of cleaning required

Types of supplies available and necessary, eg, Occupational Health and Safety (OH&S) regulations/first aid

Current procedures for disposal of hazardous materials, eg, syringes, chemicals

Purchasing and receipting procedures within the organisation

Activity-specific related knowledge

Principles of supply and demand

Required skills

Time management

Servicing and repairing equipment

Communication/interpersonal skills

Identifying hazards/unclean area/pollution

Maintenance activities

Using cleaning materials

Gardening

Operation of gardening equipment

Cleaning techniques

Monitoring supplies

Ordering supplies

Writing orders/requests

Checking expiry dates

Organising

Disposal of dangerous materials

Resource implications

Physical resources - assessment of this unit of competency requires access to

a real work environment with maintenance requirements

a comprehensive range of general equipment and supplies

associated resources and information on equipment, safety regulations etc

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit but preferably be competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Due to issues such as variations to the demands of a work environment, this unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to developing and implementing a facility maintenance schedule
Context for assessment	For valid and reliable assessment this unit of competency must be assessed in the context of a real work environment in sport, outdoor recreation or community recreation sectors Assessment of this unit of competency will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPET

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
2	1	2	1	2	1	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Collecting, analysing and organising information - Collecting and analysing a range of information related to overall functioning of a facility

Communicating ideas and information - Informing colleagues and clients about any changes to the function of the facility due to maintenance schedules or safety requirements

Planning and organising activities - Planning and implementing a range of maintenance schedules and activities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Working with teams and others - Planning and communicating with others participating in the maintenance activities

Using mathematical ideas and techniques - Calculating existing levels of stock and estimating future needs

Solving problems - Ensuring optimal functioning of the facility by minimising disruption due to things such as equipment failure

Using technology - Using up to date equipment in the implementation of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

maintenance activities	
Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.	

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Asset	[all categories] types may include facility program human resources function value
Equipment	[all categories] large items of equipment small items of equipment simple equipment complex equipment equipment with significant health and safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	implications
Facility	[all categories] may include buildings single multi purpose built environment non-built environment plant, eg, fixtures, infrastructure, superstructure
Facility users	[all categories] types clients supporters sponsors members volunteers teams clubs resource owners/managers
Guidelines	[all categories] written safety operating standards
Legislation and Industry codes	[all categories] may include Occupational Health and Safety (OH&S) building codes and regulations fire regulations health act industrial relations environment legislation Equal Employment Opportunity

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	anti-discrimination legislation
	local government regulations
	Australian Taxation Office (ATO) regulations
Maintenance	[all categories]
	objects of maintenance may include
	capital items
	fittings and fixtures
	equipment
	premises
	plant
	motor vehicles
	environment
	short, medium, long term plans
	budget
Maintenance activities	[all categories]
	asset valuation and assessment
	routine property maintenance, for example,
	lawn mowing and edging
	maintaining stocks and supplies, for example,
	office requirements
	maintenance and minor repairs to
	equipment
	facility/building
	surroundings/grounds
Purchase, **receipt**, **storage and issue**	[all categories]
	documents may include
	purchase requisitions
	purchase orders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	delivery dockets invoices credit notes inventory cards
Records	[all categories] may include paper-based electronic organisation accounting system
Supplies/stock	[all categories] types that may include first aid chemicals for pool office supplies, eg, stationery hygiene and sanitary supplies cleaning supplies, eg, detergent, wax equipment for activity-specific areas monitor and assess record
Wastes	[all categories] types that may include blood bandages chemicals sanitary bins garbage sharps safe disposal safe handling
Work environment	[all categories]

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

varies with respect to

size of the organisation

location

organisational structure

nature of services provided

availability of resources, eg, human, financial, physical

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC005B Coordinate facility and equipment acquisition and maintenance

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit deals with the knowledge and skills to coordinate equipment selection, use and maintenance and to produce maintenance plans for a facility. It does not include specialist skills but focuses on the need for mainstream managers to pro-actively plan for and manage the acquisition and maintenance of physical assets.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit deals with the knowledge and skills to coordinate equipment selection, use and maintenance and to produce maintenance plans for a facility. It does not include specialist skills but focuses on the need for mainstream managers to pro-actively plan for and manage the acquisition and maintenance of physical assets.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Establish maintenance** systems	1.1 Establish **systems** to ensure that the condition and performance of equipment and facilities are regularly reported and discussed within the organisation
	1.2 Identify areas/items prone to defects, demonstrating frailty, or scheduled for regular maintenance, and use information to develop a long-term maintenance plan
	1.3 Inform individuals in the organisation who are responsible for performing regular or scheduled maintenance duties of the details of the plan
	1.4 Identify organisations and/or individuals suitably qualified to offer maintenance repair, and store contact numbers for easy access
	1.5 Identify **data** to be included in the reports on repair work
	1.6 Develop **systems** to ensure that urgent/non-routine maintenance jobs are reported to the appropriate authority as soon as problems are found
2 **Research and plan for facility** and **equipment maintenance**	2.1 Identify work requirements and clarify/confirm with appropriate parties or by site inspection
	2.2 Identify, apply and monitor **relevant codes and standards,** apply and monitor throughout the work procedure
	2.3 Identify, obtain and inspect **resources and service providers** required to satisfy the work plan for compliance with the job specifications
	2.4 Select and interpret relevant plans, drawings and text in accordance with the work plan
	2.5 Plan **maintenance** in detail including sequencing, prioritising and considerations made where appropriate for the maintenance of safety, security and capacity in accordance with system/site/organisation requirements and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

			reference information
		2.6	Resolve coordination requirements, including requests for isolations where appropriate, with others involved, affected or required by the work
		2.7	Identify potential hazards and select prevention and/or control measures
		2.8	Address **equipment** and **facility maintenance** history, condition monitoring information, recent modifications and existing status in defining work scope
		2.9	Undertake costings of work and assess impact on **budget**
		2.10	Identify needs for operational testing and/or recommissioning
3	**Develop maintenance** plan	3.1	Schedule work scope into a plan in accordance with established criteria and demonstrate the sequence and emphasis in **maintenance** plan are in accordance with organisational procedures
		3.2	Ensure that **work schedules** are realistic in their expectations of the frequency with which **maintenance** checks are to be performed and contain the required **information** to allow efficient operation of **maintenance** checks
		3.3	Document isolation and access requests in accordance with organisation requirements
		3.4	Develop plans in conjunction with other affected groups in accordance with organisation requirements
		3.5	Confirm availability of resources and document in accordance with organisation requirements
		3.6	Attach relevant information to work activities to **maintenance** plan in accordance with organisation requirements
		3.7	Document **maintenance** plans and associated information and distribute through **communication channels** to all affected staff in accordance with organisation **communication systems**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		3.8 Draft **maintenance** methods in accordance with criteria developed in research
		3.9 Format **maintenance** methods in a legible, accurate and accessible **document** in accordance with organisation requirements
		3.10 Demonstrate **recording systems** that are uncomplicated, clear and suited to the organisation's needs
		3.11 Present methods for review to relevant staff in accordance with organisation requirements
4	**Implement and monitor maintenance** plan	4.1 Allocate **maintenance** information to appropriate staff
		4.2 Seek feedback on application/progress of **maintenance** methods and plans and modify **maintenance** methods/plans to reflect feedback obtained
		4.3 Review/approve modification of method/plan is by relevant staff
		4.4 Distribute amended/updated **documentation** to relevant staff in accordance with organisation **communication system**
		4.5 Preparation and implementation of strategies are achieved using the services of maintenance and planning staff both within and beyond the authority of this work
5	**Monitor on-site maintenance** contracts and contractors	5.1 Observe the workings of the **maintenance** contractors constantly
		5.2 Ensure the work is in accordance with the requirements of the contract
		5.3 Ensure the work of the contractors is scheduled in line with operation of the service
6	**Supervise the storage of equipment**	6.1 Establish reorder levels and, where adequate levels cannot be sustained, inform **colleagues** and **co-workers** promptly
		6.2 Establish procedures to ensure that **equipment** and store materials under conditions recommended by

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	the manufacturer and maintain security
	6.3 Establish systems for recording the quantity and condition of stored **equipment** in an accurate and up-to-date manner
7 **Contribute to the selection of equipment** and **facilities**	7.1 Ensure suggested new **equipment** and/or **facilities** meet the current or future needs of service provision
	7.2 Base suggestions on investigating a range of **information sources**
	7.3 Encourage members of staff within the learner's area of responsibility to contribute **recommendations**
	7.4 Make **recommendations** clearly and accurately in the required format to the appropriate person in the organisation
	7.5 Demonstrate **recommendations** that state clearly the benefits which can be expected from the suggested new **equipment** and/or **facilities**

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of statutory requirements for facility maintenance within an organisation in the sport and recreation industry Assessment of performance should be over a period of time covering all categories of maintenance and all corresponding

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	categories of the remaining Range Statements that are applicable in the learners environment In particular, assessment must confirm the ability to develop and implement a maintenance plan for significant work on a facility plan maintenance schedules for a diverse range of equipment establish systems for the storage of equipment respond appropriately to equipment failures provide suitable input into the selection of new equipment supervise service contractors negotiate work activities with all relevant personnel modify maintenance plans based on feedback accurately document all aspects of plan
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) SRXRES003B Contribute to the planning, monitoring and control of resources This unit must be assessed in conjunction with the following unit(s) Nil For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s) Nil
Required knowledge and skills	Required knowledge Relevant statutory requirements and codes of practice relating to facility construction and construction sites Environmental standards and requirements Safety standards of equipment and range of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

repair techniques relevant to the equipment being maintained

Organisational procedure for reporting faulty equipment

Recording/reporting procedures and requirements within the organisation

Occupational Health and Safety (OH&S) standards, guidelines and codes of practice pertaining to reporting of unsafe equipment, recording of equipment repair and the repair and maintenance of facilities and equipment

Methods of monitoring work of contractors and contract requirements when outsourcing repairs

Schedule of facility operation which the contractors work should fall in line with

Reorder levels for consumables

Procedures for judging whether materials and equipment are fit for use and maintenance requirements and frequency of checks for the equipment

Methods of equipment disposal

Routine and non - routine schedules for maintenance

Requirements within maintenance schedules and considerations when planning and timetabling a cleaning and maintenance schedule

Communication channels within organisations

Methods to determine current and future equipment needs and information sources which may be used

Required skills

Application of Occupational Health and Safety (OH&S) standards, statutory requirements, codes of practice and environmental requirements

Development of implementation plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	Report writing Prioritising work
Resource implications	Physical resources - assessment of this competency requires access to a work environment with a facility requiring maintenance Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit but preferably be competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Due to issues such as the diversity of the items around a facility that require maintenance, this unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to coordinating facility and equipment acquisition and maintenance
Context for assessment	This unit of competency must be assessed in the context of a sport or recreation organisation. For valid and reliable assessment the sport or recreation organisation should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace Assessment of this unit of competence will

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
3	2	3	2	2	2	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting maintenance information on the equipment at the facility

Communicating ideas and information - Informing individuals in the organisation who are responsible for performing regular or scheduled maintenance duties of the details of the plan

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Planning and organising activities - Planning maintenance sequencing

Working with teams and others - Working with specialist contractors

Using mathematical ideas and techniques - Calculating budgets for maintenance

Solving problems - Dealing with non-routine maintenance requirements

Using technology - Using a database to monitor assets

Please refer to the Assessment Guidelines for advice on how to

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

use the Key Competencies.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Budget	[all categories] cost of labour materials training services tools and equipment
Colleagues	[all categories] those working in the same organisation line manager
Communication channels	[all categories] verbal written memorandums
Communication systems	[three categories] site meetings computers personal computer mainframe manuals

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	drawings
	logs
Co-workers	[one category]
	volunteers
	workers in other organisations for whom the learner has resourcing responsibility
Data	[all categories]
	date
	time
	nature of fault/repair
	repairs carried out
Documentation	[all categories]
	job cards
	check sheets
	safety rule procedures
	plant records
	drawings
	Quality Assurance documentation
	maintenance procedures and outage reports
Documents	[all categories]
	maintenance plans
	scheduling documents
	budgets
	reports
	submissions
Equipment	[three categories]
	large items of equipment
	small items of equipment
	simple equipment
	complex equipment
	equipment with significant health and safety

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	implications
Facility	[one category]
	buildings
	single
	multi purpose
	built structures, eg, tracks and walkways
	plant
	fixtures
	infrastructure
	superstructure
Information sources	[two categories]
	trade journals
	exhibitions
	work of other organisations
	sales information
	client feedback
Maintenance	[one category]
	structural modifications to building
	internal or external painting of facility, buildings or structures
	resurfacing/returfing
	major cleaning procedures
	facility repairs, eg, electrical, plumbing, structural
	equipment cleaning, servicing and repair
Recommendations	[all categories]
	written reports
	verbal briefings
Recording systems	[one category]
	computer records
	form books
	index file

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Reference information	[two categories]
	benchmarking reports
	maintenance data
	market requirements
	budgets
	business plans
Relevant codes and standards	[all relevant categories]
	Occupational Health and Safety (OH&S) standards
	statutory requirements
	relevant Australian standards
	codes of practice
	manufacturers' specifications
	environmental requirements
	enterprise procedures
Resources	[all categories]
	all service providers
	materials
	equipment
	tools
	finances
Service providers	[one category]
	internal staff
	external specialists
	contractors
System	[two categories]
	a plan allocating, reporting and recording the routine and non-routine maintenance of the components of a facility, including
	plant
	equipment
	fixtures and fittings

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	grounds
Work schedules	[all categories] include information on days times frequency of checks staff allocation

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC008B Obtain facilities

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to identify facility requirements and to negotiate facility use based on requirements.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to identify facility requirements and to negotiate facility use based on requirements.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 **Identify facilities for activity use**	1.1 Select a **facility** after considering a range of potential **facilities**
	1.2 Demonstrate that the identified **facility** can be made suitable for the chosen purpose through the most efficient use of resources
	1.3 Establish that the use of the **facility** for the chosen purpose will not cause any long-term damage
	1.4 Establish the current ownership, conditions and any fee for use
	1.5 Bring the chosen **facility** up to nationally approved health and safety standards and other relevant guidelines, ordinances and codes through the most cost effective use of resources
	1.6 Access to the **facility** is appropriate to the clients who will use it
	1.7 Establish records of suitable **facilities** and communicate to any colleagues who may wish to make use of them
2 **Negotiate the use of facilities**	2.1 Conduct enquiries and negotiations in a manner which encourages good working relationships
	2.2 Give consideration in **negotiations** for local residents and other users of the **facility**
	2.3 Clarify the use of the **facility**, the activities involved and any potential benefits to the owners
	2.4 Ensure agreements detail any responsibilities for the upkeep, services and security of the **facility**
	2.5 Demonstrate that agreements are satisfactory to all parties and in line with approved policy
	2.6 Complete records of agreements accurately and store for future availability
	2.7 Communicate agreements clearly and accurately to personnel who may use the **facility**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of the range of facility requirements within the learner's work environment and the procedures to assess the suitability of facilities Assessment of performance should be over a period of time covering all categories of facility applicable in the learners work environment to suit both short and long-term use In particular, assessment must confirm the ability to identify facilities to suit purpose confirm that the facility meets requirements, health and safety standards, client needs and budget negotiate facility use and document agreements/contract conditions acquire the facility in a cost effective manner keep accurate records of available facilities
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction with the following unit(s) Nil

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following units

Other units from the Resource Management field within the National Sport and Recreation Industry Competency Standards

Required knowledge and skills

Required knowledge

Range of potential facilities available

Methods by which the potential facility can be equipped for the purpose and the standard required

Contractual obligations and current practice for hiring/leasing facilities

Relevant health and safety legislation and guidelines

Industrial relations acts, insurance laws, local government by-laws and by-laws of relevant associations (state, national and international)

Likely needs and concerns of local residents and users of the facility

Benefits to owners of the proposed use for facility

Procedures and relevant legislation covering the hiring of facilities

Recording procedures to meet organisational requirements

Consequences of not keeping accurate records of negotiated terms of facility use

Communication systems within organisation to inform personnel of the terms of agreement for facility use

Required skills

Communication and negotiation skills to deal with difficulties and areas of conflict in carrying out negotiations to acquire facilities

Resource implications

Physical resources - assessment of this

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	competency requires the learner to have access to a real work environment with facility requirements Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit but preferably be competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	This unit of competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to identifying facility requirements and negotiating facility use based on requirements
Context for assessment	This unit of competency must be assessed in the context of a sport or recreation facility. For valid and reliable assessment the sport or recreation facility should closely replicate those encountered in the work environment. The facility should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

					"period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons		
KEY COMPETENCIES							
Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	1
These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.						
The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:						
Use routine						

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting information about potential clients and the requirements of a facility to meet these

Communicating ideas and information - Negotiating with clients, local residents and management regarding the facility

Planning and organising activities - Planning the fees for use of the facility

Working

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

with teams and others - Working with others in negotiations regarding the facility

Using mathematical ideas and techniques - Using figures to determine capacity of facility and to compare against other potential facilities

Solving problems - Dealing with concerns from local residents

Using technology - Using the Internet to locate and book facilities

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Activity use	[one category]
	short-term
	long-term
Facilities	[one category]
	indoor
	outdoor
	in the locality
	outside the local area
	for activities
	for accommodation
	for storage
Negotiations	[all categories]
	are carried out through
	correspondence
	meetings

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXFAC009B Plan, develop and commission facility development

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to establish the need and requirements for facility development and to plan and facilitate that development.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills to establish the need and requirements for facility development and to plan and facilitate that development.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Element	Performance Criteria
1 **Commission improvements to a facility**	1.1 Gather information and data from the monitoring of operations to indicate the need for an increase or decrease in specific facility areas
	1.2 Make recommendations for **development of facilities** and equipment to the appropriate person in a form suitable to their needs and response and within the specified time
	1.3 Analyse and evaluate the disruptions to the service in carrying out improvements and take measures to minimise inconvenience
	1.4 Ensure planned improvements bring the facility up to a standard suitable for its purpose and all relevant health and safety requirements
2 **Establish the need for a new facility**	2.1 Identify user groups and collect background **information** on their needs
	2.2 Establish user groups requirements for the **facility** using consultation mechanisms
	2.3 Consider service trends and developments and identify current or predicted obstacles and **resources** for the new **facility**
	2.4 Undertake negotiations with and between user groups and other levels of government to establish priorities for the **physical requirements** of the **facility**
	2.5 Record all relevant information and keep up-to-date
	2.6 Compare the results of the needs analysis with the aims, objectives, values and **work environment** required by the organisation to determine consistency
	2.7 Determine initial siting of the **facility** based on outcomes of the negotiations and estimate and propose the budget for the new **facility**
3 **Prepare a plan of the facility**	3.1 Make decisions on the **process** to be followed for developing the **facility**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		3.2 Undertake negotiations with **relevant bodies** regarding the acquisition of **resources**
		3.3 Develop a financial plan for the **facility** taking into account financial constraints of user groups
		3.4 Seek funds for the **facility** (if necessary)
		3.5 Review initial **requirements** in light of the available funds and **resources**
		3.6 Identify and prepare **requirements** for **tender and brief** as required
4	**Negotiate a design brief**	4.1 Base the **brief** on an analysis of need, constraints, available **resources** and policy
		4.2 Ensure that the **brief** identifies the optimum location for the **facility**, completion date and the purposes for which it will be used
		4.3 Demonstrate how the **brief** itemises all necessary **requirements** for the user group
		4.4 Ensure that the **brief** itemises any aspects of health and safety which will have to be addressed
		4.5 Demonstrate how the **brief** can be realised within available budgets and is acceptable to all interested **parties**
		4.6 Carry out negotiations with sensitivity and in a way likely to maintain the goodwill of all those involved while obtaining value for money for the organisation
5	**Work with others to finalise plans**	5.1 Agree on a time scale and budget for the completion of plans
		5.2 Correspond plans to the original **brief** with the constraints of budget and technical limitation
		5.3 Demonstrate how plans meet with the agreement of any interested **parties** and are consistent with recognised standards
		5.4 Ensure plans correspond to approved values and **organisation policies and procedures**

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		5.5 Carry out joint work in a manner which optimises available time and **resources** and fosters a collaborative working relationship
		5.6 Ensure agreements reached include implementation plans at the necessary level of detail and are in line with known strategy
		5.7 Maintain records of negotiations and agreements that are accurate, complete, legible and pass on to the appropriate authority
		5.8 Obtain any planning and other required permissions necessary to carry out the work
6	**Support others in realising the plans**	6.1 Review and agree upon a time scale for completion of the project with all those involved
		6.2 Establish and agree upon responsibilities for all aspects of the project
		6.3 Establish and agree on means of checking progress and dealing with contingencies
		6.4 Complete all aspects of project within own area of responsibility within schedule and budget
		6.5 Take the necessary remedial action promptly in the event of over-runs, overspends or departures from the original plans
7	**Develop management structures for the facility**	7.1 Determine management structures which are appropriate to the purpose and use of the **facility**
		7.2 Develop policy and procedures for the use of the **facility** in consultation with key user groups
8	**Review and evaluate development of the facility**	8.1 Undertake ongoing monitoring of the development **process,** consistent with agreed role of **stakeholders**, to ensure agreed user **requirements** are met
		8.2 Review the development **process** and outcomes at the completion of the **facility**
		8.3 Monitor the functionality of the facility regularly in consultation with key user groups
9	**Check and approve the**	9.1 Ensure the **facility** conforms to the original plans

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

completed facility	or variations approved by interested **parties** 9.2 Raise any concerns over discrepancies with the supplier for clarification and explanation 9.3 Ensure that the **facility** conforms to relevant standards and **legislation** 9.4 Ensure the **facility** is only accepted when all conditions have been met

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm sufficient knowledge of processes involved in establishing the need for facilities and in planning and developing plans for facilities Assessment of performance should be over a period of time covering one category of facility development and all relevant associated categories from the remaining Range Statements that are applicable in the learners environment In particular, assessment must confirm the ability to determine user group needs and trends within the industry negotiate design briefs develop a tender brief cost a tender brief liaise with all relevant stakeholders

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

establish budgets for the facility development

respond to overspends and over - runs

check completed work

Interdependent assessment of units

This unit must be assessed after attainment of competency in the following unit(s)

SRXRES005B Achieve an efficient use of resources

This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

Nil

Required knowledge and skills

Required knowledge

User group needs and techniques to identify and determine them

Current service trends and developments

Organisation strategic plan, aims and objectives

Organisation priorities

Organisation financial plan and methods of estimating costs

Facility management

Tender legislation and regulations, contractual obligations and relevant legislation

Methods to develop and cost a brief

Current recognised standards in relation to recreational facilities and sources of information on relevant national standards

Methods of monitoring and evaluating progress

Methods of establishing budgets within technical restraints and to work within

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	allocated budgets and time scales
	Remedial action in the case of over - runs and overspends
	Required skills
	Consulting with various representatives
	Identification of sources of conflict and application of methods to overcome these
	Negotiation with stakeholders
	Ability to develop realistic action plans
	Mathematical assessment of tenders and budget
	Monitoring and assessing/reviewing
	Realistic and equitable allocation of responsibilities
Resource implications	Physical resources - assessment of this competency requires access to
	a work environment requiring facility development
	Human resources - assessment of this unit of competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must
	be competent in this unit but preferably be competent in the unit at the level above
	be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area
	have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Due to issues such as dealing with the complexity of planning a facility, this unit of

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	competency must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to establishing the need and requirements for facility development and planning and facilitating that development
Context for assessment	This unit of competency must be assessed in the context of a sport or recreation facility. For valid and reliable assessment the sport or recreation facility should closely replicate those found in the work environment. The facility should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
3	3	3	3	3	2	2

These levels do not relate to the Australian Qualificatio

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ns Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information - Collecting background information on identified user groups

Communicating ideas and informatio

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

n - Negotiating with relevant bodies regarding the acquisition of resources

Planning and organising activities - Planning the sequence of steps to finalise project

Working with teams and others - Working with a range of people including contractors, local residents and user groups

Using mathematical ideas and techniques - Calculating and monitoring budgets for project

Solving problems -

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Dealing with budget/time over-runs	
Using technology - Using a project management software package to track project	
Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.	

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Development of facilities	[one category]
	may include
	new
	major community facility
	small community centre
	renovation to existing facility or structure
	extensions to existing facility or structure

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Information	[one category] sources surveys written/published material interviews or meetings
Legislation	[all categories] State/Territory statutory requirements local laws, by - laws, ordinances and policy
Organisation policies and procedures	[all categories] criteria for use and priority access fee structures opening hours
Parties	[five categories] to be negotiated with suppliers architects planners potential users local residents engineers consultants managers to work with suppliers architects planners potential users local residents managers
Physical requirements	[four categories] storage

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	layout
	loud/quiet areas
	wet/dry areas
	clean/dirty areas
	disabled access
	equipment specific to technical requirements of controlling bodies, eg, international/national sporting organisations
Process	[one category]
	order of tender/design/costing/approvals
	when/whether to appoint architects/builders
Relevant bodies	[one category]
	government departments
	developers
	community groups
Requirements	[all categories]
	management structure and auspice
Resources	[two categories]
	land
	building
	equipment
Siting of the facility	[all categories]
	takes into consideration
	local/regional facility
	transport routes
	topography
	nature of neighbourhood/facility
Stakeholders	[all categories]
	users/clients
	organisation staff
	elected members

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	other interested parties
	government departments
Tenders and briefs	[all categories]
	decisions on layout/allocation of funds in design process involvement in selection for brief and tender
Work environment	[all categories]
	varies with respect to
	size of the organisation
	location
	organisation structure
	nature of the service provided
	resources available

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXINU003A Analyse participation patterns in specific markets of the leisure and recreation industry

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses analysis of current participation patterns to review and evaluate market penetration of existing leisure and recreation services and to provide direction for future marketing to be targeted to specific market segments in order to increase participation levels.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses analysis of current participation patterns to review and evaluate market penetration of existing leisure and recreation services and to provide direction for future marketing to be targeted to specific market segments in order to increase participation levels.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Review and interpret the market for current leisure and recreation service delivery**	1.1 Common participant attributes are analysed to identify specific **market segments** for current leisure and recreation service delivery
	1.2 Statistical analysis of market intelligence collected from relevant **sources** is used to evaluate market penetration of specific **market segments**
2 **Assess the basis for existing levels of interest by participants**	2.1 The major features of current leisure and recreation service delivery are identified
	2.2 **Individual influences**, **social influences**, **historical influences** and **lifestyle influences** are assessed and their impact on participation patterns estimated
	2.3 **Leisure characteristics** and **external influences** are identified and their potential to impact on participation patterns analysed
	2.4 The scope for possible expansion of participation within specific market segments is evaluated
3 **Report outcomes on participation patterns analysis**	3.1 Expansion opportunities are recommended with supporting rationale meeting organisational **reporting requirements**
	3.2 Outcomes are submitted within the required time frame
	3.3 Outcomes are recorded in accordance with organisational policies and procedures

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm integrated demonstration of all elements of competency and their performance criteria, in particular the ability to build organisational knowledge by researching and recording information from a wide range of sources on key matters relating to industry and in accordance with organisational policies and procedures analyse information for gaps, accuracy and industry significance communicate effectively with colleagues, management and external individuals/organisations within the range of situations required for the job role analyse comparative importance of the variety of influences on participation patterns for differing market segments present a logical rationale for interpretation of measurements and provision of recommendations
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction with the following unit(s) Nil For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s) Nil
Required knowledge and skills	Required knowledge Understanding of contemporary participation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

patterns in Australia

Understanding of factors that affect leisure behaviour and the economic and social significance of leisure and its impacts for individuals and the community

Conceptual understanding of leisure, dimensions of leisure, characteristics of leisure and constraints in day-to-day work activities

Understanding of State and Federal legislation relevant to the leisure and recreation industry including Occupational Health and Safety, Equal Employment Opportunity and Trade Practices Acts

Understanding of research techniques

Information sources of the leisure industry

Roles and functions of leisure and recreation sectors

Required skills

Questioning/listening techniques to elicit information

Basic research skills to identify and collect relevant information

Interpersonal communication skills to deal with clients and colleagues

Presentation skills to convey information to clients and colleagues

Time management skills to schedule research activities

Resource implications

Physical resources - assessment of this competency requires access to

a real or simulated work environment

appropriate documentation and resources normally used in the workplace

Human resources - assessment of this unit of competency will require human resources

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must be competent in this unit but preferably be competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment
Context for assessment	This unit of competency must be assessed in the context of sport or recreation in Australia. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace This unit of competency should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPET

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
2	2	2	1	1	1	1

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Collecting, analysing and organising information - Collect, analyse and organise key information about the leisure industry from a wide range of sources

Communicating ideas and information - Share knowledge that is developed with clients and colleagues

Planning and organising activities - To source and research information on the industry and its concepts and trends

Working with teams and others - To collect and analyse information

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Using mathematical ideas and techniques - Statistical analysis of market intelligence to evaluate market penetration of specific market segments

Solving problems - Information is analysed and strategies implemented to address gaps or inaccuracies

Using technology - Using research databases, the Internet and other sources to collate market intelligence

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following Range Statements may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
External influences	[all categories]
	competitive landscape eg service provision from public sector, commercial sector and not-for-profit sector
	economic developments
	environmental trends
	Government actions, eg, interest rates, legislative changes
	industrial trends
	shifts in demographics, political landscape, geographical landscape
	technological change
Historical influences	[all categories]
	ancient civilisations, eg, Greeks, Roman
	attitudes
	changes in economic organisation
	development of 'class' system
	industrial revolution
	organisation of leisure by ruling groups
	past experience
Individual influences	[eight categories]
	acquired needs
	attitudes
	beliefs

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	education
	innate needs
	learning
	past experience
	perception
	personality
	self-image
Leisure characteristics	[all categories]
	cultural pursuits/entertainment
	home-based leisure activities
	informal, non-specific recreation eg walk dog
	outdoor recreation
	physical recreation
	social recreation
	tourism and travel
Lifestyle influences	[seven categories]
	aspirations
	financial considerations
	geographical accessibility
	health
	interests
	opportunity cost
	psychological state
	transport
	time
Market segments	[all categories]
	attitudes and values
	culture
	gender
	geography
	lifestyle
	socio-economic factors

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Report requirements	[all categories]
	business and performance plans
	defined resource parameters
	hardcopy, eg, bound
	information protocols
	organisational policies and guidelines
	management and accountability channels
	one-on-one meeting
	presentation to a group(s)
	quality assurances and/or procedures manuals
	security and confidentiality requirements
Social influences	[seven categories]
	culture
	family background
	family decision-maker/s
	gender
	national identity
	ritual
	socio-economic factors
	social class
	spiritual
Sources	[all categories]
	Australian Bureau of Statistics, eg, Census data
	Commercial research
	Internet
	print media
	surveys
	television

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXINU011A Develop and maintain a competitive pricing strategy for a leisure and recreation service

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses strategic management skills to develop and maintain a competitive pricing strategy for a leisure and recreation service.

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses strategic management skills to develop and maintain a competitive pricing strategy for a leisure and recreation service.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Conduct market research**	1.1 **Market segments** are profiled using appropriate **research techniques**
	1.2 Disposable income and discretionary spending patterns for specific market segments are determined from relevant **sources**
	1.3 **Economic concepts** are evaluated to determine competitors
2 **Develop pricing strategy**	2.1 Cost factors impacting on supply of current leisure and recreation service are identified and break even point for service delivery is determined
	2.2 Participant willingness to pay is measured and evaluated against competitors using **economic techniques**
	2.3 A competitive pricing structure is determined in accordance with organisational business and performance plans and current leisure and recreation service delivery **objectives**
3 **Implement pricing strategy**	3.1 Internal customers are educated on pricing strategy in accordance with organisational **communication policies and procedures**
	3.2 **Awareness collateral** for the market place is determined and distributed in accordance with organisational budgets
4 **Maintain competitive pricing strategy**	4.1 Systems and procedures are implemented to monitor and respond to factors affecting pricing structure of current leisure and recreation service delivery
	4.2 Systems and procedures are implemented to monitor and respond to pricing structures of competing services
	4.3 Systems and procedures are implemented to regularly review supply costs and seek economic benefits from **partnership opportunities** and

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

additional sources of **funding**

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm integrated demonstration of all elements of competency and their performance criteria, in particular the ability to Research and analyse data on disposable income levels and discretionary spending patterns to identify market segments Use economic techniques to determine participant willingness to pay Identify of competitors Cost services competitively and in accordance with organisational business and performance plans Implement systems to monitor and respond to variances in supply and competitors pricing Proactively seek new ways of minimising cost
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction with the following unit(s)

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

SRXINU008A Develop and implement a leisure and recreation tourism strategy

Required knowledge and skills

Required knowledge

An understanding of the principles of equity

Activity specific knowledge of recreation and leisure activities

A conceptual foundation for practice in the recreation industry

Required skills

Strong research skills to identify disposable income levels and discretionary spending patterns

Analytical skills to identify and evaluate opportunities

Strong communication skills to solicit and disseminate information

Ability to select and use appropriate technology

Resource implications

Physical resources - assessment of this competency will require access to

a real or simulated work environment

appropriate documentation and resources normally used in the workplace

literature and texts including current journals and articles

Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must

be competent in this unit but preferably be

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	competent in the unit at the level above be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment
Context for assessment	This unit of competency must be assessed in the context of leisure and recreation in Australia. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace This unit of competency should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise	Communicate Ideas&Info	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical	Solve Problems	Use Technology

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Information	rmation			Ideas&Tec hniques		
2	2	2	1	2	3	2

These levels do not relate to the Australian Qualificatio ns Framework . They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performanc e (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising informatio

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

n - Determining disposable income levels and discretionary spending patterns

Communicating ideas and information - to internal and external customers information related to the pricing strategy

Planning and organising activities - to source data and disseminate outcomes

Working with teams and others - to source market intelligence and generate awareness of pricing strategy

Using mathematical ideas and techniques - to plot

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

and predict demand-supply relationship, calculate equilibrium price and marginal productivity

Solving problems - to determine such factors as supply and demand, costs and benefits and expenditures

Using technology - Using research databases, the Internet and other sources to collate market intelligence and for calculation techniques

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following Range Statements may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Awareness collateral	[all categories]
	brochures
	e-mails
	electronic files
	flyers
	Internet
	newsletters
Communication policies and procedures	[all categories]
	e-mail updates
	memos
	organizational meetings
	team meetings
	workshops
Economic concepts	[all categories]
	cost and benefit
	opportunity cost
	merit goods/service, ie, a good that society, usually government, deems is undervalued by consumers in normal market exchanges, eg, subsidies price
	private goods/service, ie, use of good/service by one person prevents use by others
	public goods/services, ie, the use of good/service by one person does not prevent use by other, eg, national defence, clean

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	environment
Economic techniques	[all categories]
	break-even point
	comparative advantage
	cost and benefit
	demand curves against supply curves
	disposable income
	economies of scale
	elasticity of demand
	equilibrium price
	income effect
	marginal productivity
	opportunity cost
Funding	[all categories]
	capital including user income
	grants
	patronage
	revenue including sponsorship
Market segments	[all categories]
	demographics based on
	age brackets
	culture
	employment patterns
	gender
	geographical locations
	income brackets
Objectives	[all categories]
	operating profits
	participation levels
	quality assurance procedures
Partnership opportunities	[all categories]
	health care

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	leisure and recreation merchandising and retailing
	other services, eg, discounts
	programs and events
	service endorsement
	tourism
Research techniques	[all categories]
	electronic, eg, Internet
	internal and external documents
	paper based, eg, surveys
	personal contact, eg, meetings, interviews or questionnaires
	resource material such as industry magazines, journals, periodicals and newspaper articles
Sources	[all categories]
	articles, eg, newspapers, industry magazines and newsletters, academic journals
	government agencies, eg,
	Australian Bureau of Statistics, eg, Census data, Household Expenditure Surveys
	Australian Sports Commission
	Bureau of Tourism Research
	Reserve Bank of Australia
	Sport and Recreation Ministers' Council
	government departments at all levels, eg,
	Austrade
	Department of Industry, Science and Resources,
	Department of Communications, Information Technology and the Arts
	State Department's of Sport and Recreation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

other economic and social indicators

web sites

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

SRXINU014A Research and document the history of specific leisure and recreation service(s)

Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses the process of undertaking and documenting the history and evolution of specific leisure and recreation service(s).

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit encompasses the process of undertaking and documenting the history and evolution of specific leisure and recreation service(s).

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Undertake secondary research on the history of specific leisure and recreation service(s)**	1.1 Organisational records are analysed for **shifts** impacting on the evolution of delivery for specific leisure and recreation service(s)
	1.2 **External sources** are researched for supplementary information
	1.3 **Eras of leisure** and **influences** are evaluated to determine their historical affect on the delivery of the service
	1.4 A timeline is developed and documented plotting service delivery establishment and historical **events of significance** impacting the evolution of the service
2 **Plan and prepare for primary research on the history of specific leisure and recreation service(s)**	2.1 Secondary research is evaluated to identify key groups or individuals who could provide first hand accounts of the service during **events of significance**
	2.2 Internal customers are consulted for advice on individuals or groups who could provide first hand accounts of the service during **events of significance**
	2.3 A primary research plan is developed outlining the process for individual and/or group interviews of selected key groups and individuals
	2.4 A framework of questions is developed to target areas of interest or areas where gaps exist in the researched history
	2.5 Suitable **equipment**, interview locations and other resources are determined in accordance with the primary research plan
3 **Conduct primary research on the history of specific leisure and recreation service(s)**	3.1 Selected key groups and individuals are approached for willingness to participate in process and interview dates secured in accordance with the primary research plan

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	3.2 Recording **equipment** is set up and tested for operation prior to commencement of the interview
	3.3 The history research process is explained to the group or individual and their consent to record and use the information provided is obtained in accordance with the organisation's privacy policy and principles
	3.4 The framework of questions is posed to initiate the interview
	3.5 Notes are taken to identify additional questions and support the recording
	3.6 The interview process is managed to obtain anticipated and unanticipated information
4 **Transcribe and validate information**	4.1 Interviews are transcribed from recording **equipment** and provided to participatory groups and individuals for validation to affirm accuracy
	4.2 Editing is undertaken in areas identified during validation process
5 **Document and store history**	5.1 Recordings and transcripts are stored to maintain recording quality and satisfy organisational security and privacy requirements
	5.2 The history of the leisure and recreation service(s) is documented in accordance with organisational policies and procedures
	5.3 Information on the leisure and recreation service(s) history is utilised by the organisation in accordance with organisation's privacy policy

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered	Assessment must confirm integrated demonstration of all elements of competency and their performance criteria, in particular the ability to develop a historical timeline of significant events internal and external to the organisation impacting on the evolution of a specific leisure and recreation service identify key groups or individuals who could contribute supplementary information to address gaps interview and validate information from key groups or individuals document and store the history of the leisure and recreation service(s) to maintain recording quality and in accordance with organisational privacy policies
Interdependent assessment of units	This unit must be assessed after attainment of competency in the following unit(s) Nil This unit must be assessed in conjunction with the following unit(s) Nil For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s) Nil
Required knowledge and skills	Required knowledge A basic understanding of the characteristics of different eras of leisure including Agrarian, industrial, informational, technological, fashion, baroque, hippy, renaissance, pre- and post-colonisation A basic understanding of historical events

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	and their resulting impact on leisure and recreation including religious, industrial, technological, political, and economic
	Required skills
	Strong research skills to develop a historical timeline for delivery of a specific leisure and recreation service
	Analytical skills to identify and address information gaps
	Strong communication skills to solicit and disseminate information
	Ability to select and use appropriate technology
Resource implications	Physical resources - assessment of this competency requires access to
	a real or simulated work environment
	appropriate documentation and resources normally used in the workplace
	literature and texts including current journals and articles
	Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) must
	be competent in this unit but preferably be competent in the unit at the level above
	be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area
	have attained the mandatory competency requirements for assessors under the Australian Quality Training Framework (AQTF) as specified in Standard 7.3 of the **Standards for Registered Training Organisations**
Consistency in performance	Competence in this unit must be assessed

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment
Context for assessment	This unit of competency must be assessed in the context of sport or recreation in Australia. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace This unit of competency should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

Collect, Analyse&Organise Information	Communicate Ideas&Information	Plan&Organise Activities	Work with Others&in Teams	Use Mathematical Ideas&Techniques	Solve Problems	Use Technology
3	2	2	2	-	3	2

These levels do not relate to the Australian Qualifications Framework. They

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

relate to the seven areas of generic competency that underpin effective workplace practices.			
The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:			
Use routine approaches			
Select from routine approaches			
Establish new approaches			
Collecting, analysing and organising information - Determining and documenting the history of a leisure and recreation service			
Communicating ideas and information -			

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Communicating the history of service delivery within the organisation

Planning and organising activities - To source and disseminate information

Working with teams and others - To identify key groups or individuals

Using mathematical ideas and techniques - Not applicable

Solving problems - To address gaps in historical information

Using technology - Using research databases, the Internet and other sources to collate historical

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

information

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following Range Statements may be present for this particular unit of competency

RANGE STATEMENT	CATEGORIES
Eras of leisure	[all categories] Agrarian Baroque fashion hippy industrial informational, technological pre- and post-colonisation Renaissance
Equipment	[all categories] dictaphone stationary video camera voice recognition software
Events of significance	[all categories]

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	culture
	economic
	industrial
	political
	religious
	sociological
	technological
External sources	[all categories]
	community sources, eg, local government
	government agencies, eg, Australian Bureau of Statistics, Australian Sports Commission
	government departments at all levels, eg, Department of Industry, Science and Resources, Department of Communications, Information Technology and the Arts, State Department's of Sport and Recreation
	Internet
	libraries, eg, newspapers, industry magazines and newsletters, academic journals
Influences	[all categories]
	changes in legislation relating to leisure
	communications media
	emergence of recreation profession
	government policy relating to leisure and recreation
	health and welfare issues
	patronage
	sponsorship
Shifts	[all categories]
	financial costs of participation
	locations of service delivery
	participation patterns, eg, total numbers, gender, age brackets

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIB307C Carry out vehicle servicing and maintenance

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks and maintenance and to ensure that all specified safety requirements are met, and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Maintain and service the vehicle systems**	1.1 Fluid levels are checked and adjusted following manufacturers specifications and workplace procedures
	1.2 Air levels are checked and adjusted following manufacturers specifications and workplace procedures
	1.3 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures
	1.4 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment
	1.5 OH&S procedures are followed when carrying out routine servicing and maintenance of a vehicle
2 **Carry out minor repairs to a vehicle**	2.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures
	2.2 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturers instructions
	2.3 Worn brakes are identified and action taken in accordance with workplace procedures and manufacturers specifications
	2.4 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures
3 **Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle**	3.1 Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturers specifications and workplace procedures
	3.2 Identified faults which create a safety hazard are reported and appropriate action is taken to remove

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

			the vehicle from operation pending repair
4	**Complete documentation**	4.1	Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles

Relevant OH&S and pollution control procedures

Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and the manufacturer's requirements and established safety rules and regulations

Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions

Recognition and diagnosis of faults and vehicle irregularities

Basic principles of operation of systems on commercial vehicles, including: electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes

Basic fault finding procedures required during routine servicing and maintenance of vehicles

Procedures required to minimise waste during routine servicing and maintenance

Housekeeping standards required for routine servicing and maintenance

Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance

Reporting and documentation requirements

Required skills:

Communicate effectively with others when carrying out vehicle servicing and maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Read and interpret instructions, procedures, information and signs relevant to vehicle servicing and maintenance

Interpret and follow operational instructions and prioritise work

Complete documentation related to vehicle servicing and maintenance

Operate electronic communication equipment to required protocol

Work collaboratively with others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions identified when carrying out vehicle servicing and maintenance in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during vehicle servicing and maintenance

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of vehicle servicing and maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: the underpinning knowledge and skills relevant legislation and workplace procedures other relevant aspects of the range statement
Context of and specific resources for assessment	Performance is demonstrated consistently over a period of time and in a suitable range of contexts Resources for assessment include: a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or access to an appropriate range of relevant operational situations in the workplace In both real and simulated environments, access is required to: relevant and appropriate materials and/or equipment, and/or applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	Assessment of this unit must be undertaken by a registered training organisation As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests Practical assessment must occur: through appropriately simulated activities at the registered training organisation, and/or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions in tight or confined spaces, exposed conditions and controlled or open environments while in a depot, base or warehouse while in the vehicle on the road while at a client's workplace
Type of vehicle may include any commercial road transport vehicle including:	light vehicle heavy vehicle combination vehicle
Maintenance checks may include:	routine inspections of vehicle systems checks prior to operations checks on completion of operations checks on completion of maintenance activities
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse door mirrors repairs to rear tail-light lens changing of tyres repair of tyre punctures replacement of broken coolant hose

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Minor routine servicing may include:	topping-up of water levels replacement of oils replacement of air in tyres
Environmental hazards may include:	leaking oil and fuel defective or inappropriately adjusted exhaust systems inappropriate disposal of vehicle fluids in drains or sewerage systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/records may include:	workplace routine servicing and maintenance procedures, checklists and instructions relevant state/territory roads and traffic authority vehicle maintenance regulations maintenance checklists and records vehicle manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles OH&S procedures to be followed when servicing and maintaining vehicles
Applicable regulations and legislation may include:	relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements relevant state/territory OH&S legislation relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Competency Field

B - Equipment Checking&Maintenance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIC107C Drive vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Drive the vehicle**	1.1 Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions
	1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
	1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
	1.4 The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
	1.5 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturers instructions
	1.6 The vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures
	1.7 Appropriate procedures are followed in the event of a driving emergency
2 **Monitor traffic and road conditions**	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
	2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3 **Monitor and maintain vehicle performance**	3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

3.2 Performance and efficiency of vehicle operation is monitored during use

3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority

3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Vehicle controls, instruments and indicators and their use

Vehicle handling procedures

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a commercial vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur when driving a commercial vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Monitor performance of vehicle and take appropriate action where required

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: the underpinning knowledge and skills relevant legislation and workplace procedures other relevant aspects of the range statement
Context of and specific resources for assessment	Performance is demonstrated consistently over a period of time and in a suitable range of contexts Resources for assessment include: a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or access to an appropriate range of relevant operational situations in the workplace In both real and simulated environments, access is required to: relevant and appropriate materials and/or equipment, and/or applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	Assessment of this unit must be undertaken

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	by a registered training organisation
	As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	Practical assessment must occur:
	through appropriately simulated activities at the registered training organisation, and/or
	in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night
	typical weather conditions
	on the open road
	on a private road
	while at a depot, base or warehouse
	while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle
	steering and manoeuvring a vehicle
	accelerating and braking
	positioning and stopping a vehicle
	reversing a vehicle
	operating vehicle controls, instruments and indicators
	using defensive driving techniques
	managing engine performance

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse replacement of door mirrors repairs to rear tail-light lens changing of tyres repair of tyre punctures replacement of broken coolant hose
Driving hazards may include (examples only):	wet and iced roads oil on road animals and objects on road fire in vehicle leaking fuel faulty brakes parked vehicles on the road faulty steering mechanism on vehicle pedestrians crossing the road flooded sections of road windy sections of road foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents flooded sections of road road damage bridge/tunnel damage road works building construction emergency situations such as bushfires,

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	building fires, etc. road closures for special events such as marches, parades, etc. holiday traffic road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	state/territory driving licence requirements state/territory road rules workplace driving instructions and procedures vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle emergency procedures vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle relevant state/territory road rules relevant state/territory permit regulations and requirements relevant state/territory OH&S legislation relevant state/territory fatigue management regulations relevant state/territory environmental protection legislation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIC807C Drive coach/bus

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a passenger coach/bus safely including systematic and efficient control of all coach/bus functions; monitoring of traffic and road conditions; management of coach/bus condition and performance; and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the driving of a commercial coach/bus.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Drive the coach**	1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions
	1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
	1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use
	1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions
	1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
	1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning
	1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures
	1.8 Appropriate procedures are followed in the event of a driving emergency
2 **Monitor traffic and road conditions**	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
	2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

		and ensure no injury to people or damage to property, equipment, loads and facilities
3	**Monitor and maintain coach/bus performance**	3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment
		3.2 Performance and efficiency of coach/bus operation is monitored during use
		3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority
		3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Coach/bus controls, instruments and indicators and their use

Coach/bus handling procedures

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on coaches/buses and related action

Differences between transmission types

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can e taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial coach or bus

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial coach or bus

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial coach or bus

Operate electronic communication equipment to required protocol including on-board intercom and communications equipment

Work collaboratively with others when driving a commercial coach or bus

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial coach or bus in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur when driving a commercial coach or bus

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial coach or bus

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of coach or bus and its equipment and take appropriate action where required

Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: the underpinning knowledge and skills relevant legislation and workplace procedures other relevant aspects of the range statement
Context of and specific resources for assessment	Performance is demonstrated consistently over a period of time and in a suitable range of contexts Resources for assessment include: a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	access to an appropriate range of relevant operational situations in the workplace
	In both real and simulated environments, access is required to:
	relevant and appropriate materials and/or equipment, and/or
	applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	Assessment of this unit must be undertaken by a registered training organisation
	As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	Practical assessment must occur:
	through appropriately simulated activities at the registered training organisation, and/or
	in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all coaches and buses relevant to specific licence classifications
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night
	typical weather conditions
	on the open road
	on a private road
	while at a depot, base or warehouse
	while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	steering and manoeuvring a vehicle
	accelerating and braking
	positioning and stopping a vehicle
	reversing a vehicle
	operating vehicle controls, instruments and indicators
	operating door opening and closing equipment
	using defensive driving techniques
	managing engine performance
Pre-operational checks may include:	visual check of vehicle
	checking and topping up of fluid levels
	checks of tyre pressures
	checks of operation of vehicle lights and indicators
	checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights
	replacement of broken fan belt
	replacement of blown fuse
	replacement of door mirrors
	repairs to rear tail-light lens
	changing of tyres
	repair of tyre punctures
	replacement of broken coolant hose
Driving hazards may include (examples only):	wet and iced roads
	oil on road
	animals and objects on road
	fire in vehicle
	leaking fuel
	faulty brakes
	parked vehicles on the road
	faulty steering mechanism on vehicle
	pedestrians crossing the road

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	flooded sections of road
	windy sections of road
	foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents
	flooded sections of road
	road damage
	bridge/tunnel damage
	road works
	building construction
	emergency situations such as bushfires, building fires, etc.
	road closures for special events such as marches, parades, sporting events, etc.
	holiday traffic
	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	state/territory coach/bus driving licence requirements
	state/territory road rules
	workplace driving instructions and procedures
	coach/bus manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of coach/bus
	emergency procedures
	vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

relevant state/territory road rules

relevant state/territory OH&S legislation

relevant state/territory fatigue management regulations

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

TLIE507C Carry out basic workplace calculations

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.

Application of the Unit

Calculations are carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established mathematical principles and techniques in day-to-day work activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Carry out calculations**	1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks
	1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division
	1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks
	1.4 The functions of a calculator, numeric keypad or computer are used to perform workplace tasks
	1.5 Numerical information is self-checked and corrected for accuracy
2 **Prepare estimates**	2.1 Quantities of materials and resources required to complete a work task are estimated
	2.2 The time needed to complete a work activity is estimated
	2.3 Accurate estimates for work completion are made
3 **Interpret graphical representations of mathematical information**	3.1 Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Basic mathematical operations and techniques

Ways of representing basic mathematical information

Procedures for identifying and using relevant workplace technology when carrying out workplace calculations

Typical mathematical problems and appropriate action and solutions

Required skills:

Communicate effectively with others when carrying out basic workplace calculations

Read and interpret instructions, procedures and information relevant to basic workplace calculations

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when carrying out basic workplace calculations

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying: the underpinning knowledge and skills relevant legislation and workplace procedures other relevant aspects of the range statement
Context of and specific resources for assessment	Performance is demonstrated consistently over a period of time and in a suitable range of contexts Resources for assessment include: a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or access to an appropriate range of relevant operational situations in the workplace In both real and simulated environments, access is required to: relevant and appropriate materials and/or equipment, and/or applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	Assessment of this unit must be undertaken by a registered training organisation As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests Practical assessment must occur: through appropriately simulated activities at the registered training organisation, and/or in an appropriate range of situations in the workplace

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Calculations will be those involved in:	basic routine work functions may occur by day or night and in a variety of work contexts
Calculations may involve:	money volume weight time length and distance area perimeter
Mathematical operations may include:	multiplication division addition subtraction percentages fractions
Consultative processes may include:	staff members management union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Calculations may involve the basic use of a range of technology including:	manual techniques calculator

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

	computer
Information/documentation may include:	workplace procedures, checklists and instructions
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	manufacturers specifications
	workplace policies
	supplier and/or client instructions
	material safety data sheets
	relevant codes of practice including the national standards for manual handling and the industry safety code
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
	dangerous goods and freight regulations and codes
	relevant Australian and state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

UEGNSG604A Fill gas cylinders

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor **1**)

This Competency Standard Unit covers the filling of gas cylinders for the distribution of LPG to customers. It includes persons; equipment; inspection and testing for correct date on cylinder; company's ownership; corrosion and impact damage; leaks; component and part damage; legislative and regulatory requirements for this standard as set out in AS 1596, AS 2030 and AS 3509 or its/their replacements.

Application of the Unit

Application of the Unit **3**)

This competency standard shall apply to work sites where the distribution of liquefied petroleum gas occurs.

Licensing/Regulatory Information

License to practice **3.1**)

The skills and knowledge described in this unit are not subject to licence regulation other than those directly related to Occupational Health and Safety, gas/electricity/water industry safety and compliance, industrial relations, environmental protection, telecommunications, anti discrimination and training. Commonwealth, State/Territory or Local Government legislation and regulations may exist that limits the age of operating certain equipment.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Pre-Requisites

Prerequisite Unit(s) **2**)

Competencies **2.1**)

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

Nil

Employability Skills Information

Refer to the Evidence Guide

Elements and Performance Criteria Pre-Content

5) Elements describe the essential outcomes of a competency standard unit

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for filling of cylinders	1.1 Work instructions are received and confirmed
	1.2 Relevant requirements and established procedures to be followed for the work to be performed are discussed with all persons to establish and confirm the work schedule
	1.3 OHS, environmental and sustainable energy policies and procedures to be followed for the work to be performed are received and confirmed

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA	
	1.4	Suggestions to assist with the filling of gas cylinders are made to others involved in the work
	1.5	Hazards are identified, OHS risks assessed and control measures are prioritised, implemented and monitored including emergency exits kept clear according to established procedures
	1.6	Scope of responsibility under the relevant work permit are received and confirmed according to requirements and established procedures with relevant persons
	1.7	Resources including equipment, tools and personal protective equipment required for the job are obtained and in working order according to established procedures
	1.8	Relevant responsibilities associated with First Aid and other related work safety procedures at the worksite are confirmed in accordance with requirements and established procedures to ensure safety measures and followed in the instance of an incident.
	1.9	Client issues are referred to appropriate persons in accordance with industry and community standards
	1.10	Site is prepared according to given instructions and the work schedule for a quality outcome and to minimise risk and damage to property, commerce and individuals in accordance with established procedures
2 Fill cylinders	2.1	OHS policies and procedures and safe work practices are followed to eliminate or minimise incidents and hazards
	2.2	Lifting, climbing, working in confined spaces or aloft, and use of power tools, techniques and practices are safely followed in accordance with given instructions and according to requirements confirmed to eliminate the prospects of incidents
	2.3	Operational knowledge for the filling of gas

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA	
		cylinders is confirmed to ensure completion in an agreed timeframe and to quality standards with a minimum of waste according to requirements and established procedures
	2.4	The filling of gas cylinders is carried out in accordance with given instructions and established procedures
	2.5	Cylinders with defects such as leaks, damage etc are identified, marked and quarantined and identified hazards and OHS risks are reported to the immediate authorised persons for directions according to established procedures
	2.6	Non-routine events are referred to the immediate authorised persons for directions according to established procedures
	2.7	Problems associated with the filling of gas cylinders are dealt with using acquired known solutions and skills related to routine procedures to ensure work instructions and established procedures are met
	2.8	Ongoing checks of quality of the work are undertaken in accordance with given instructions and established procedures
3 Move and store cylinders safely	3.1	Cylinders are lifted and moved according to standard operating procedures against the work schedule and anomalies reported to authorised persons
	3.2	Accidents and incidents are actioned and reported to authorised persons in accordance with established procedures
	3.3	Work site is rehabilitated, cleaned up and made safe in accordance with given instructions and established procedures
	3.4	Tools, equipment and any surplus resources and materials are, where appropriate, cleaned, checked and returned to storage in accordance with established procedures

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

ELEMENT	PERFORMANCE CRITERIA
	3.5 Appropriate persons are notified of work completion according to established procedures
	3.6 Work completion records, report forms and data sheets are completed accurately in accordance with given instructions and established procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

6) This describes the essential skills and knowledge and their level, required for this unit.

Evidence shall show that knowledge has been acquired of safe working practices for the filling of gas cylinders. The extent of the essential knowledge and associated skills (EKAS) required is given in Volume 2 - Part 2.2 EKAS. It forms an integral part of this unit.

G 2.1.1	Working in the gas sector
G 2.1.2	Identify roles of statutory authorities
G 2.1.3	Identify employment roles and responsibilities
G 2.1.4	Apply relevant OHS regulations, policies and procedures
G 2.1.5	Maintain safe, clean and healthy workplace
G 2.1.6	Work safely with hazardous materials and equipment
G 2.1.7	Apply safe manual handling techniques in the workplace
G 2.1.8	Control traffic at the work site
G 2.1.9	Respond to emergency and accident situations
G 2.1.10	Apply relevant environmental legislation, regulations and codes of practice

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

REQUIRED SKILLS AND KNOWLEDGE

G 2.1.11	Protect and maintain the environment
G 2.1.12	Communicate in the workplace
G 2.1.13	Communicate effectively in a team
G 2.1.14	Read and interpret workplace documents
G 2.1.15	Complete routine workplace forms, memos and reports
G 2.1.16	Identify requirements of work activity
G 2.1.17	Apply basic planning skills
G 2.1.18	Conduct tasks to complete work activity
G 2.1.19	Review work activity
G 2.1.20	Customer relations
G 2.1.21	Problem solving
G 2.1.22	Confined spaces
G 2.1.23	Work site environmental compliance
G 2.1.24	Work site environmental impact
G 2.6.1	Occupational Health and Safety for working with LPG
G 2.6.3	Operate equipment within its limitations
G 2.6.6	Gas storage processes

Evidence Guide

EVIDENCE GUIDE

8)

The Evidence Guide forms an integral part of this Competency Standard Unit and shall be used in conjunction with all components parts of this unit and performed in accordance with the Assessment Guidelines of this Training Package.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Overview of Assessment

8.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practiced. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

8.2)

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines UEG06'. Evidence shall also comprise:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

- A representative body of Performance Criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and range
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and range
  - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit to such an extent that the learner's performance outcome is reported in accordance with the preferred approach; namely a percentile graded result, where required by the regulated environment
  - Demonstrate an appropriate level of skills enabling employment
  - Conduct work observing the relevant Anti discrimination legislation, regulations, polices and workplace procedures
  - Demonstrate performance across a representative range of contexts from the prescribed items below.

Range of tools/equipment/materials/procedures/workplaces/other variables		
Group No	**The minimum number of items on which skill is to be demonstrated**	**Item List**
A	At least 5	Cylinder trolleys Hose and fittings Leak detection devices Valves Gauges Spindles
B	All	Inspection tests to determine:

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

		Date on cylinder is within the required period Company's ownership Corrosion and impact damage Correct storage Valve threads are clean and in good condition Safety relief valve is capped and free from obstruction
C	All	Requirements from: State regulations/statutes Aust Dangerous Goods Code AS1596 or replacement AS2030 or replacement AS3509 or replacement AS 2865 Emergency procedures and response action
D	All	Work utilising relevant OHS legislation, regulations, codes of practice, policies and procedures Maintain a safe and clean workplace Work safely with hazardous materials and equipment Job safety analysis Apply safe manual handling techniques Respond to emergency situations Communicate effectively in the workplace Apply basic planning and job completion skills Operate equipment within its

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

		limitations Basic industry technology
E	At least one occasion	Deal with an unplanned event by drawing on essential knowledge and associated skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

Context of and specific resources for assessment

8.3)

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this Competency Standard Unit.
- Appropriate environmental regulation and work practices.
- Appropriate organisational requirements.
- Appropriate work environment, equipment and tools.

In addition to the resources listed above, in Context of and specific resources for assessment, evidence should show demonstrated competency in filling gas cylinders.

Assessment of this competency must also be undertaken in either an actual workplace or under a simulated work environment. Assessment must also integrate the Key Competencies.

Method of assessment

8.4)

This Competency Standard Unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:
Competent performance with inherent safe working practices is expected in the Industry to which this Competency Standard Unit applies. This requires that the specified Essential Knowledge and Associated Skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and associated skills described in this unit.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

Concurrent assessment and relationship with other units

8.5)

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied Competency Standard Units where listed.

UEGNSG102A	Carry out work activities in a utilities industry work environment
UEGNSG103A	Comply with workplace OHS procedures and practices
UEGNSG104A	Comply with environmental policies and procedures
UEGNSG105A	Establish the work site

Key Competencies

8.6)

Evidence that particular Key Competencies have been achieved within this Competency Standard Unit is in the context of the following Performance Criteria of evidence. See Volume 2, Part 4 for an explanation of Key Competencies and levels of this Training Package.

Key Competencies	Example of Application	Performance Level
How are ideas and information communicated within this competency?	Refer to the following Performance Criteria for examples of application: 1.4; 2.6; 3.5	1
How can information be collected, analysed and organised?	Refer to the following Performance Criteria for examples of application: 1.5; 2.5; 3.1; 3.6	2
How are activities planned and organised?	Refer to the following Performance Criteria for examples of application: 1.2	1
How is team work	Refer to the following Performance Criteria for	

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

used within this competency?	examples of application: 1.2; 1.4	2
How are mathematical ideas and techniques used?	Refer to the following Performance Criteria for examples of application:	N/A
How are problem solving skills applied?	Refer to the following Performance Criteria for examples of application:	N/A
How is use of technology applied?	Refer to the following Performance Criteria for examples of application:	N/A

Skills Enabling Employment

8.7)

Evidence that competency in this unit incorporates skills enabling employment is in the context of the following performance. See Volume 2, Part 5 for definitions and an explanation of skills enabling employment.

Skills for Employment		**Example of Application**
1	Developing and using skills within a real workplace	Refer to the following Performance Criteria for examples of application: All
2	Learning to learn in the workplace	Refer to the following Performance Criteria for examples of application: 1.1; 1.5
3	Reflecting on the outcome and process of work task	Refer to the following Performance Criteria for examples of application: 3.1; 3.6
4	Interacting and understanding of the context of the work task	Refer to the following Performance Criteria for examples of application: 1.2; 2.5; 2.8; 3.3

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

EVIDENCE GUIDE

5	Planning and organising the meaningful work task	Refer to the following Performance Criteria for examples of application: 1.4; 1.5; 1.7
6	Performing the work task in non-routine or contingent situations	Refer to the following Performance Criteria for examples of application: 2.6; 2.7

Range Statement

RANGE STATEMENT

7) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

This Competency Standard Unit shall/may be demonstrated in relation to filling gas cylinders.

The following constants and variables included in the element/Performance Criteria in this unit are fully described in the Definitions Section of this volume and form an integral part of the Range Statement of this unit:

Appropriate Persons

Equipment (2)

Inspection Checks

Legislative Requirements (2)

Unit Sector(s)

Not Applicable

© Commonwealth of Australia, 2025 Service and Creative Skills Australia

Literacy and numeracy skills

Literacy and numeracy skills **2.2)**

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 3 Writing 3 Numeracy 3

Competency Field

Competency Field **4)**

LPG.

© Commonwealth of Australia, 2025 Service and Creative Skills Australia