



Australian Government

Department of Education, Employment and Workplace Relations

SIT50307 Diploma of Hospitality

Revision Number: 1

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.

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: |
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| 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 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 |

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| Employability skill | Industry/enterprise requirements for this qualification include: |
| | 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 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

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| 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 |
| SITXOHS002A | Follow workplace hygiene procedures |
| SITXOHS004B | Implement and monitor workplace health, safety and security practices |
| SITXOHS005A | Establish and maintain an OHS system |
| <i>Plus one of the following:</i> | |
| 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****Laundry 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**

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| 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 |

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| 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

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| 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 |
| 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 |

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| 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 |

Communication and Teamwork

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

Computer Operations and ICT Management

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| 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 |

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| 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 |
| 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

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| 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 |
| 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 |

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| 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

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| 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

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| SITXHRM002A | Recruit, select and induct staff |
| SITXHRM004A | Manage volunteers |
| SITXHRM006A | Monitor staff performance |
| SITXHRM008A | Manage workplace relations |
| SITXHRM009A | Provide mentoring support to business colleagues |

Inventory

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| SITXINV003A | Manage and purchase stock |
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Languages other than English

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| 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****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

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| 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

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| 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 |

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| 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 |
| 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
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
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
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