



Australian Government

SIT50312 Diploma of Hospitality

Release 1

SIT50312 Diploma of Hospitality

Modification History

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

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SIT50307 Diploma of Hospitality.</p> <p>Intent of the qualification remains unchanged.</p> <p>Total number of units reduced by 11. Core units reduced from 23 to 14 units.</p> <p>Elective units reduced from 16 to 14 units. Less complex cross-sector units (AQF indicator 1 to 3) removed from core because those skills are subsumed by other core units.</p>

Description

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

Job roles

This qualification provides a pathway to work in any sector of the hospitality industry as a departmental or small business manager.

Possible job titles include:

- banquet or function manager
- chef de cuisine
- chef patissier
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager (catering operations).

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

It is strongly recommended that individuals undertake lower level qualifications, and / or gain industry experience prior to entering SIT50312 Diploma of Hospitality. However this is not mandatory.

Pathways from the qualification

After achieving SIT50312 Diploma of Hospitality, individuals could progress to SIT60312 Advanced Diploma of Hospitality or higher education qualifications in management.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Consulting with team members and customers to elicit feedback and ideas on operational and service issues; explaining the organisation's plans, policies and procedures to team members; communicating work team goals; consulting with team members about workplace practices; discussing supply options and negotiating purchases with suppliers; writing clear and concise operational procedures and reports.
Initiative and enterprise	Generating ideas to improve products, services, operational practices and efficiency; assessing options and suggesting a range of new products and services; monitoring and evaluating financial performance of the department or business and developing ideas for improvement; engaging team members in discussions and encouraging innovative ideas.
Learning	Developing and maintaining knowledge required to make a range of operational decisions for the business; proactively maintaining and updating knowledge of hospitality industry practices, trends products, services and suppliers; taking responsibility for own professional development; implementing training practices for the organisation; supporting team members to learn.
Planning and organising	Planning and organising the operational activities of the hospitality business or department; determining deadlines and resource requirements for effective delivery of hospitality products and services; implementing and monitoring plans, policies, procedures and business practices; actively participating in continuous improvement processes for operational and service efficiency.
Problem-solving	Responding effectively to routine operational and service issues requiring immediate resolution; considering systematic operational or service failures and developing solutions; taking ultimate responsibility for resolving escalated customer service complaints and conflicts; evaluating staff feedback on operational or service problems and implementing suggestions for improvement; monitoring and evaluating the effectiveness of solutions.
Self-management	Knowing the primary components of laws that specifically relate to the hospitality industry and implementing operational compliance practices; operating independently, reviewing own work performance and proactively seeking feedback and

	advice on management skills; taking responsibility for the operational management of the hospitality business across a range of activities including finances, human resources, customer service and workplace health and safety.
Teamwork	Using the social and cultural diversity of team members to advantage service delivery to diverse customers; planning work operations to take account of team member strengths; implementing work team goals and teamwork practices; providing training, coaching and advice for effective teamwork; seeking feedback from team members on operational practices, policies, procedures and service efficiency; motivating and leading supervisor teams.
Technology	Selecting and using technologies used in the hospitality industry to support operational management functions; understanding, assessing and providing feedback on the operating capacity of technologies required to manage the operational, sales and service activities of the hospitality business; implementing skill development activities required for new business technologies.

Packaging Rules

28 units must be completed:

- 14 core units
- 14 elective units, consisting of:
 - 1 unit from Group A
 - 8 units from Group B
 - 5 units from Group B, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBDIV501A Manage diversity in the workplace
BSBMGT515A Manage operational plan
SITXCCS401 Enhance the customer service experience
SITXCCS501 Manage quality customer service
SITXCOM401 Manage conflict
SITXFIN402 Manage finances within a budget
SITXFIN501 Prepare and monitor budgets
SITXFSA101 Use hygienic practices for food safety
SITXGLC501 Research and comply with regulatory requirements
SITXHRM401 Roster staff
SITXHRM402 Lead and manage people
SITXMGT401 Monitor work operations
SITXMGT501 Establish and conduct business relationships
SITXWHS401 Implement and monitor work health and safety practices

Elective units

Group A

SITHCCC309 Work effectively as a cook *
SITHIND301 Work effectively in hospitality service
SITHKOP403 Coordinate cooking operations *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Group B

Accommodation Services

CPPCLO2001A Maintain hard floor surfaces
CPPCLO2004A Maintain carpeted floors
CPPCLO2009A Clean glass surfaces
CPPCLO2010A Clean ceiling surfaces and fittings
CPPCLO2017A Clean wet areas
CPPCLO2019A Sort and remove waste and recyclable materials
CPPCLO2035A Maintain cleaning storage areas
CPPCLO3013A Clean window coverings
CPPCLO3016A Wash furniture and fittings

SITHACS101 Clean premises and equipment
SITHACS201 Provide housekeeping services to guests
SITHACS202 Prepare rooms for guests
SITHACS203 Launder linen and guest clothes
SITHACS204 Provide porter services
SITHACS301 Provide valet service
SITHACS302 Conduct night audit
SITHACS303 Provide accommodation reception services

Administration

BSBADM502B Manage meetings
BSBRES401A Analyse and present research information
BSBWRT401A Write complex documents
SITXADM501 Prepare and present proposals

Asian Cookery

SITHASC201 Produce dishes using basic methods of Asian cookery *
SITHASC202 Produce Asian appetisers and snacks *
SITHASC203 Produce Asian stocks and soups *
SITHASC204 Produce Asian sauces, dips and accompaniments *
SITHASC205 Produce Asian salads *
SITHASC206 Produce Asian rice and noodles *
SITHASC207 Produce curry pastes and powders *
SITHASC301 Produce Asian cooked dishes *
SITHASC302 Produce Asian desserts *
SITHASC303 Produce Japanese cooked dishes *
SITHASC304 Prepare sashimi *
SITHASC305 Produce sushi *
SITHASC306 Produce Japanese desserts *
SITHASC307 Produce dim sum *
SITHASC308 Produce Chinese roast meat and poultry dishes *
SITHASC309 Produce tandoori dishes *
SITHASC310 Produce Indian breads *
SITHASC311 Produce Indian sweetmeats *
SITHASC312 Produce Indian pickles and chutneys *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Client and Customer Service

SITXCCS301 Provide lost and found services
SITXCCS302 Provide club reception services

Commercial Cookery and Catering

SITHCCC103 Prepare sandwiches *
SITHCCC104 Package prepared foodstuffs *
SITHCCC201 Produce dishes using basic methods of cookery *
SITHCCC202 Produce appetisers and salads *
SITHCCC203 Produce stocks, sauces and soups *
SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes *
SITHCCC205 Produce cook-chill and cook freeze foods *
SITHCCC206 Rethermalise chilled and frozen foods *
SITHCCC301 Produce poultry dishes *
SITHCCC302 Produce seafood dishes *

SITHCCC303 Produce meat dishes *
SITHCCC304 Produce and serve food for buffets *
SITHCCC305 Produce pates and terrines *
SITHCCC306 Handle and serve cheese *
SITHCCC307 Prepare food to meet special dietary requirements *
SITHCCC308 Produce cakes, pastries and breads *
SITHCCC401 Produce specialised food items *
SITHCCC402 Prepare portion-controlled meat cuts *
*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Communication and Teamwork

BSBCMM401A Make a presentation

SITXCOM301 Address protocol requirements

Computer Operations and ICT Management

BSBITA401A Design databases

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed documents

BSBITU203A Communicate electronically

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

BSBITU402A Develop and use complex spreadsheets

BSBWOR204A Use business technology

SITXICT401 Build and launch a small business website

Crisis Management

SITXCRI401 Respond to a customer in crisis

E-Business

BSBEBU501A Investigate and design ebusiness solutions

BSBEBU502A Implement ebusiness solution

Environmental Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Events

SITXEVT301 Access information on event operations

SITXEVT401 Plan in-house events or functions

SITXEVT503 Manage event staging components

SITXEVT505 Manage on-site event operations

Finance

BSBFIA301A Maintain financial records

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

BSBFIA401A Prepare financial reports

BSBFIM502A Manage payroll

SITXFIN201 Process financial transactions

SITXFIN401 Interpret financial information

First Aid

HLTFA311A Apply first aid

Food and Beverage

SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar *^
SITHFAB203 Prepare and serve non-alcoholic beverages *
SITHFAB204 Prepare and serve espresso coffee *
SITHFAB205 Provide room service *
SITHFAB206 Serve food and beverage *
SITHFAB301 Operate and monitor cellar systems
SITHFAB302 Conduct a product tasting for alcoholic beverages ^
SITHFAB303 Prepare and serve cocktails *^
SITHFAB304 Provide advice on beers, spirits and liqueurs ^
SITHFAB305 Provide advice on Australian wines ^
SITHFAB306 Provide advice on imported wines ^
SITHFAB307 Provide table service of food and beverage *^
SITHFAB308 Provide silver service *
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching ^
SITHFAB311 Provide gueridon service *
SITHFAB401 Plan and monitor espresso coffee service
SITHFAB501 Manage the sale or service of wine ~
*Prerequisite is SITXFSA101 Use hygienic practices for food safety
^Prerequisite is SITHFAB201 Provide responsible service of alcohol
~Prerequisites are SITHFAB305 Provide advice on Australian wines and SITHFAB306 Provide advice on imported wines

Food Safety

SITXFSA201 Participate in safe food handling practices
SITXFSA202 Transport and store food
SITXFSA401 Develop and implement a food safety program

Franchising

BSBFRA401B Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B Manage relationship with franchisor
BSBFRA502B Manage a franchise operation

Gaming

SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines ›
SITHGAM203 Operate a TAB outlet ›
SITHGAM204 Conduct Keno game ›
SITHGAM301 Analyse and report on gaming machine data ›
SITHGAM302 Operate table games ›
SITHGAM303 Deal Baccarat games ›
SITHGAM304 Conduct Big Wheel games ›
SITHGAM305 Deal Blackjack games ›
SITHGAM306 Deal Poker games ›
SITHGAM307 Deal Pontoon games ›
SITHGAM308 Conduct Rapid Roulette games ›
SITHGAM309 Conduct Roulette games ›
SITHGAM310 Conduct Sic Bo games ›
SITHGAM501 Manage gaming activities ›
›Prerequisite is SITHGAM201 Provide responsible gambling services

Human Resource Management

SITXHRM501 Recruit, select and induct staff

SITXHRM502 Manage volunteers

SITXHRM503 Monitor staff performance

TAEDEL404A Mentor in the workplace

Inventory

SITXINV301 Purchase goods

SITXINV401 Control stock

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Kitchen Operations

SITHKOP401 Plan and display buffets *

SITHKOP402 Develop menus for special dietary requirements

SITHKOP403 Coordinate cooking operations *

SITHKOP404 Plan catering for events or functions

SITHKOP501 Design and cost menus

SITHKOP502 Select catering systems

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Languages other than English

SITXLAN21__ Conduct basic oral communication in a language other than English

SITXLAN22__ Conduct routine oral communication in a language other than English

SITXLAN31__ Conduct oral communication in a language other than English

SITXLAN32__ Conduct complex oral communication in a language other than English

SITXLAN33__ Read and write information in a language other than English

SITXLAN34__ Read and write documents in a language other than English

Management and Leadership

BSBR501B Manage risk

SITXMGT502 Manage projects

Marketing and Public Relations

BSBMKG401B Profile the market

PUAPOLGD015A Employ media strategies

SITXMPR401 Coordinate production of brochures and marketing materials

SITXMPR402 Create a promotional display or stand

SITXMPR403 Plan and implement sales activities

SITXMPR404 Coordinate marketing activities

SITXMPR405 Participate in cooperative online marketing initiatives

SITXMPR501 Obtain and manage sponsorship

SITXMPR502 Develop and implement marketing strategies

Merchandising

SIRXMER201 Merchandise products

Patisserie

SITHPAT301 Produce cakes *

SITHPAT302 Produce gateaux, torten and cakes *

SITHPAT303 Produce pastries *

SITHPAT304 Produce yeast based bakery products *

SITHPAT305 Produce petits fours *

SITHPAT306 Produce desserts *

SITHPAT401 Prepare and model marzipan *

SITHPAT402 Produce chocolate confectionery *

SITHPAT403 Model sugar based decorations *

SITHPAT404 Design and produce sweet buffet showpieces *

*Prerequisite is SITXFSA101 Use hygienic practices for food safety

Planning and Product Development

SITTPPD401 Package tourism products

SITTPPD403 Coordinate and operate sustainable tourism activities

SITTPPD404 Develop in-house recreational activities

SITTPPD501 Develop host community awareness of tourism

SITTPPD503 Research and analyse tourism data

Quality and Innovation

BSBCRT301A Develop and extend critical and creative thinking skills

BSBCRT501A Originate and develop concepts

BSBINN201A Contribute to workplace innovation

BSBINN301A Promote innovation in a team environment

BSBINN501A Establish systems that support innovation

BSBINN502A Build and sustain an innovative work environment

BSBMGT516C Facilitate continuous improvement

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

SIRXRSK201 Minimise loss

Small Business Management

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB403A Market the small business

BSBSMB404A Undertake small business planning

Tourism Sales and Operations

SITTTSL202 Access and interpret product information

SITTTSL303 Sell tourism products and services

SITTTSL304 Prepare quotations

SITTTSL305 Process reservations

SITTTSL306 Book supplier services

SITTTSL307 Process travel related documentation

SITTTSL308 Use a computerised reservations or operations system

SITTTSL401 Maintain a product inventory

Work Health and Safety

SITXWHS301 Identify hazards, assess and control safety risks

Working in Industry

SITHIND201 Source and use information on the hospitality industry

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

Gaming manager in a club, hotel or casino

BSBRSK501B Manage risk

BSBWRT401A Write complex documents

SITHFAB201 Provide responsible service of alcohol

SITHFAB202 Operate a bar

SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM204 Conduct Keno games
SITHGAM301 Analyse and report on gaming machine data
SITHGAM501 Manage gaming activities
SITHIND301 Work effectively in hospitality service
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance
SITXMGT502 Manage projects
SITXMPR502 Develop and implement marketing strategies

Kitchen manager or chef

BSBSUS501A Develop workplace policy and procedures for sustainability
SITHCCC307 Prepare food to meet special dietary requirements
SITHCCC309 Work effectively as a cook
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB501 Manage the sale or service of wine
SITHKOP401 Plan and display buffets
SITHKOP402 Develop menus for special dietary requirements
SITHKOP404 Plan catering for events or functions
SITHKOP501 Design and cost menus
SITXFSA401 Develop and implement a food safety program
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance
SITXINV401 Control stock

Manager of a cafe or small restaurant

BSBR501B Manage risk
SITHFAB201 Provide responsible service of alcohol
SITHFAB203 Prepare and serve non-alcoholic beverages
SITHFAB204 Prepare and serve espresso coffee
SITHFAB305 Provide advice on Australian wines
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB401 Plan and monitor espresso coffee service
SITHFAB501 Manage the sale or service of wine
SITHIND301 Work effectively in hospitality service
SITXFSA401 Develop and implement a food safety program
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance
SITXMPR502 Develop and implement marketing strategies

Motel manager

BSBEBU501A Investigate and design ebusiness solutions
BSBEBU502A Implement ebusiness solution
BSBFIA301A Maintain financial records
BSBMGT516C Facilitate continuous improvement

BSBR501B Manage risk
SITHACS202 Prepare rooms for guests
SITHACS303 Provide accommodation reception services
SITTTSL305 Process reservations
SITTTSL308 Use a computerised reservations or operations system
SITXHRM501 Recruit, select and induct staff
SITXICT401 Build and launch a small business website
SITXMPR401 Coordinate production of brochures and marketing materials
SITXMPR404 Coordinate marketing activities
SITXMPR502 Develop and implement marketing strategies

Restaurant manager in a fine dining restaurant

BSBINN502A Build and sustain an innovative work environment
BSBMGT516C Facilitate continuous improvement
SITHFAB201 Provide responsible service of alcohol
SITHFAB304 Provide advice on beers, spirits and liqueurs
SITHFAB305 Provide advice on Australian wines
SITHFAB306 Provide advice on imported wines
SITHFAB308 Provide silver service
SITHFAB309 Provide advice on food
SITHFAB310 Provide advice on food and beverage matching
SITHFAB501 Manage the sale or service of wine
SITHIND301 Work effectively in hospitality service
SITXEVT401 Plan in-house events or functions
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance