Australian Government

SIT60312 Advanced Diploma of Hospitality

Release 3

INDUSTRY
SKILLS
COUNCILS
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SIT60312 Advanced 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
1.2	Imported units updated.
	BSBFRA402B Establish a franchise added to the Group B Elective group.
	SITHFAB206 Serve food and beverage removed from the Group B Elective group.
	Editorial corrections to the Modification History, unit title(s) and Mapping notes.
1.1	Updates to metadata.
1.0	E
	Replaces and is equivalent to SIT60307 Advanced Diploma of Hospitality.
	Intent of the qualification remains unchanged.
	Total number of units reduced by 14. Core units reduced from 29 to 17 units. Elective units reduced from 18 to 16 units. Less complex cross-sector units (AQF indicator 1 to 3) removed from core because those skills are subsumed by other core units.

Description

This qualification reflects the role of individuals operating at a senior level who use substantial industry knowledge and wide-ranging, specialised managerial skills. They operate independently, take responsibility for others and make a range of strategic business decisions.

Job roles

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

Possible job titles include:

- area manager or operations manager
- cafe owner or manager
- club secretary or manager
- executive chef
- executive housekeeper
- executive sous chef
- food and beverage manager
- head chef
- motel owner or manager
- rooms division manager.

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, or gain industry experience prior to entering SIT60312 Advanced Diploma of Hospitality. However this is not mandatory.

Pathways from the qualification

After achieving SIT60312 Advanced Diploma of Hospitality, individuals could progress to 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 personnel at all levels about operational and service issues, workplace practices, policies and procedures; communicating strategic business goals to supervisors and managers; discussing supply options and negotiating purchases with suppliers; writing comprehensive yet easily accessible plans, policies, procedures and reports.
Initiative and enterprise	Researching and critically analysing current and emerging hospitality industry practices, market and product trends; generating and testing ideas for new or improved products and services; initiating the development of new products and services; engaging and persuading personnel at all levels to generate innovative ideas for new or improved products and service delivery.
Learning	Developing and maintaining knowledge required to strategically manage the business, proactively maintaining and updating knowledge of hospitality industry practices, trends, products, services and suppliers; seeking hospitality industry professional development opportunities for self and others; developing training strategies for the organisation.
Planning and organising	Developing overall business plans for sustainable and profitable operation; developing new products, forecasting and managing resource requirements; developing and evaluating strategic plans, policies, procedures and business practices for legal compliance and effective delivery of hospitality products and services; developing and leading continuous improvement processes for operational and service efficiency.
Problem-solving	Developing and implementing a range of strategies to address business management problems; analysing systematic operational or service failures, working with supervisors and managers to develop practical solutions and developing continuous improvement processes for operational and service efficiency; analysing and evaluating the effectiveness of strategic solutions to business management problems.
Self-management	Having a comprehensive knowledge of the objectives and content of laws that specifically relate to the hospitality industry and developing business compliance practices; operating with significant autonomy, reviewing and reflecting on own work performance; taking responsibility for the strategic management of hospitality business practices across a

	range of activities including business planning, asset management, finances, marketing, human resources, customer service and workplace health and safety.
Teamwork	Fostering workplace diversity; establishing work team goals and teamwork strategies; developing training strategies for effective teamwork throughout the business; involving personnel at all levels in the planning of business practices, policies and procedures; motivating and leading management teams.
Technology	Selecting and using technologies used in the hospitality industry to support strategic management functions; researching new and emerging technologies required to manage the operational, sales and service activities of the hospitality business; developing skill development strategies required for implementing new business technologies.

Packaging Rules

33 units must be completed:

- 17 core units
- 16 elective units, consisting of:
    - 1 unit from Group A
    - 9 units from Group B
    - 6 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
BSBFIM601A Manage finances
BSBMGT515A Manage operational plan
BSBMGT617A Develop and implement a business plan
SITXCCS501 Manage quality customer service
SITXFIN402 Manage finances within a budget
SITXFIN501 Prepare and monitor budgets
SITXFIN601 Manage physical assets
SITXFSA101 Use hygienic practices for food safety
SITXGLC501 Research and comply with regulatory requirements
SITXHRM402 Lead and manage people
SITXHRM501 Recruit, select and induct staff
SITXHRM503 Monitor staff performance
SITXMGT401 Monitor work operations
SITXMGT501 Establish and conduct business relationships
SITXMPR502 Develop and implement marketing strategies
SITXWHS601 Establish and maintain a work health and safety system

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 Produce 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 *
SITHCCC309 Work effectively as a cook *
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
SITXCOM401 Manage conflict

Computer Operations and ICT Management
BSBITA401A Design databases
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

Crisis Management
SITXCRI601 Manage a business continuity crisis

Environmental Sustainability
BSBSUS501A Develop workplace policy and procedures for sustainability
MSS405070A Develop and manage sustainable energy practices

Events
SITXEVT401 Plan in-house events or functions
SITXEVT503 Manage event staging components
SITXEVT505 Manage on-site event operations
SITXEVT601 Research event trends and practice
SITXEVT603 Determine event feasibility

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
SITXFIN401 Interpret financial information
SITXFIN602 Manage revenue

First Aid

HLTAID003 Provide first aid
HLTAID005 Provide first aid in remote situations
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 *
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
BSBFRA402B Establish a franchise
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 games ›
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

BSBHRM604A Manage employee relations

SITXHRM401 Roster staff

SITXHRM502 Manage volunteers

TAEDEL404A Mentor in the workplace

Inventory

SITXINV401 Control stock

SITXINV601 Establish stock purchasing and control systems

*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

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

Merchandising

SIRXMER201 Merchandise products

Management and Leadership

BSBRSK501B 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

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

SITTPPD501 Develop host community awareness of tourism

SITTPPD503 Research and analyse tourism data

SITTPPD601 Develop tourism products

SITTPPD602 Develop environmentally sustainable tourism operations

SITTPPD603 Develop culturally appropriate tourism operations

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

Sales

SIRXSLS201 Sell products and services

SIRXSLS002A Advise on products and services

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:

Area manager or operations manager for a large catering company

BSBHRM606A Manage employee relations

BSBINN501A Establish systems that support innovation

BSBINN502A Build and sustain an innovative work environment

BSBMGT516C Facilitate continuous improvement

BSBRSK501B Manage risk

BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWRT401A Write complex documents
SITHKOP402 Develop menus for special dietary requirements
SITHKOP501 Design and cost menus
SITHKOP502 Select catering systems
SITXADM501 Prepare and present proposals
SITXEVT601 Research event industry trends and practice
SITXEVT602 Determine event feasibility
SITXFSA401 Develop and implement a food safety program
SITXINV601 Establish stock purchasing and control systems
SITXMGT502 Manage projects

Club secretary or manager
BSBCMM401A Make a presentation
BSBHRM606A Manage employee relations
BSBITU201A Produce simple word processed documents
BSBRSK501B Manage risk
BSBWOR204A Use business technology
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHGAM201 Provide responsible gambling services
SITHGAM202 Attend gaming machines
SITHGAM203 Operate a TAB outlet
SITHGAM204 Conduct Keno games
SITHGAM301 Analyse and report on gaming machine data
SITHGAM501 Manage gaming activities
SITHIND301 Work effectively in hospitality service
SITXCCS302 Provide club reception services
SITXINV601 Establish stock purchasing and control systems

Executive chef
BSBCRT501A Originate and develop concepts
BSBINN502A Build and sustain an innovative work environment
BSBSUS501A Develop workplace policy and procedures for sustainability
SITHCCC307 Prepare food to meet special dietary requirements
SITHCCC309 Work effectively as a cook
SITHFAB305 Provide advice on Australian wines
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
SITHKOP502 Select catering systems
SITXFSA401 Develop and implement a food safety program
SITXINV601 Establish stock purchasing and control systems

Food and beverage manager in a hotel

BSBINN502A Build and sustain an innovative work environment
BSBMGT516C Facilitate continuous improvement
BSBSUS501A Develop workplace policy and procedures for sustainability
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
SITHFAB204 Prepare and serve espresso coffee
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
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
SITXEVT401 Plan in-house events or functions
SITXINV601 Establish stock purchasing and control systems

Owner of a cafe or small restaurant

BSBCRT501A Originate and develop concepts
BSBRSK501B Manage risk
BSBWRT401A Write complex documents
SITHFAB201 Provide responsible service of alcohol
SITHFAB202 Operate a bar
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
SITXINV601 Establish stock purchasing and control systems
SITXMPR401 Coordinate production of brochures and marketing materials

Motel manager

BSBEBU501A Investigate and design ebusiness solutions
BSBEBU502A Implement ebusiness solution
BSBFIA301A Maintain financial records
BSBHRM606A Manage employee relations
BSBRSK501B Manage risk
BSBWRT401A Write complex documents
SITHACS202 Prepare rooms for guests
SITHACS303 Provide accommodation reception services
SITHIND301 Work effectively in hospitality service
SITTTSL305 Process reservations
SITTTSL308 Use a computerised reservations or operations system

SITXCCS201 Provide visitor information
SITXICT401 Build and launch a small business website
SITXMPR401 Coordinate production of brochures and marketing materials
SITXMPR404 Coordinate marketing activities
SITXMPR405 Participate in cooperative online marketing initiatives