

**Service and Creative Skills Australia
SIT Tourism, Travel and Hospitality Training
Package**

Companion Volume Implementation Guide
Version 3.0



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ABOUT SERVICE AND CREATIVE SKILLS AUSTRALIA

As the Jobs and Skills Council for the Arts, Personal Services, Retail, Tourism, and Hospitality sectors, Service and Creative Skills Australia (SaCSA) plays a vital role in ensuring Australia's Vocational Education and Training (VET) system delivers the best outcomes for learners and employers.

Jobs and Skills Councils (JSCs) are industry owned and led not-for-profit organisations, that work in a tripartite arrangement with Government, industry and unions to provide leadership in addressing skills and workforce needs, ensuring a collaborative approach to finding solutions to skills gaps and workforce challenges.

Funded by the Australian Government and managed by the [Department of Employment and Workplace relations](#), ten JSCs have been established to represent and champion a range of in demand sectors.

Jobs and Skills Councils have **four (4) broad roles**:

- **Industry Stewardship** which involves gathering industry intelligence to reliably represent the views and needs of industry back to the VET system and its decision-makers
- **Workforce Planning** which enables industry to identify its workforce development issues and design high-impact solutions, which are then captured in the Committee's national Workforce Plan for the industry
- **Training Product Development** which focusses on improving the quality, speed to market and responsiveness of training products to employer and workforce needs
- **Implementation, promotion and monitoring** which involves supporting training providers, promoting careers and monitoring how well the system is meeting the needs of industry and learners.

Jobs and Skills Councils replace and subsume the work of previous Industry Reference Committees, Skills Service Organisations and Skills Organisations.

OVERVIEW INFORMATION

This Companion Volume Implementation Guide (CVIG) is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises in delivering the SIT Tourism, Travel and Hospitality Training Package. It provides advice about the structure of the Training Package; its key features and useful links to more detailed information on a range of related topics.

COMPANION VOLUME IMPLEMENTATION GUIDE DEVELOPMENT PROCESS

A CVIG is initiated in accordance with the requirements of the Standards for Training Packages.

The steps in the Quality Assurance (QA) process as they apply to the CVIG are:

1. The CVIG is developed by the JSC in accordance with Standards 11 and 12:
 - Standard 11: A quality assured Companion Volume Implementation Guide produced by the Training Package developer is available at the time of endorsement and complies with the Companion Volume Implementation Guide template
 - Standard 12: Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.
2. Content is validated and amended as part of the validation stage in the implementation of the Standards.
3. The CVIG is submitted for external QA with the Training Package changes, to ensure it is available at the time of endorsement.
4. The CVIG is reviewed by the JSC to ensure mapping tables are updated and any additional information is added as required. Proposed changes are subject to industry validation as part of the endorsement process.
5. Where changes are made to a Training Package and minor amendments are required for the CVIG, the JSC includes amendments as part of the validation phase and incorporates the reference in the version control modification history at the front of the CVIG.

VERSION CONTROL AND MODIFICATION HISTORY

Training Packages are dynamic documents and are amended periodically to reflect the latest industry practices. Training Packages are version controlled and so it is essential that the latest release is always used.

In the version control and modification history table below, the latest information is provided first.

Release	Release Date	Comments
3.0	May 2025	6 updated qualifications: • SIT20125 Certificate II in Tourism • SIT30125 Certificate III in Tourism • SIT40125 Certificate IV in Travel and Tourism • SIT30322 Certificate III in Guiding • SIT31121 Certificate III in Asian Cookery • SIT40621 Certificate IV in Catering Management 1 updated skill set: • SITSS00067 Supervision of Cookery Apprentices Imported units from the following training packages updated: • AHC Agriculture, Horticulture and Conservation and Land Management • HLT Health • MAR Maritime • SIS Sport, Fitness and Recreation • TAE Training and Education The changes reflect removal of deleted units of competency and replacement of superseded elective units of competency within the training products.

2.2	March 2023	Release 2.2 SIT Tourism, Travel and Hospital Training Package includes the following minor modifications: Unit of Competency: SITHFAB021 Provide responsible service of alcohol - Changes to Knowledge Evidence in Assessment Requirements
2.1	September 2022	Release 2.1 SIT Tourism, Travel and Hospital Training Package includes the following minor modifications: Qualifications - SIT30222 Certificate III in Travel - correction to metadata. - SIT30622 Certificate III in Hospitality - correction to metadata and unit code. - SIT40721 Certificate IV in Patisserie - correction to unit codes. - SIT50122 Diploma of Travel and Tourism Management - correction to unit title. - SIT50322 Diploma of Event Management - correction to metadata and electives. - SIT50422 Diploma of Hospitality Management - correction to metadata and unit title. Skill Sets - SITSS00068 Food Handling - correction to modification history. Units of Competency - SITHGAM023 Attend gaming machines - correction to assessment conditions. - SITEEVT030 Develop event concepts - correction to performance criteria.
2.0	June 2022	Release 2.0 of the SIT Tourism, Travel and Hospital Training Package includes the following modifications: Endorsement of 28 qualifications: - SIT10122 Certificate I in Tourism (Australian Indigenous Culture) - SIT10222 Certificate I in Hospitality - SIT20122 Certificate II in Tourism - SIT20322 Certificate II in Hospitality - SIT20421 Certificate II in Cookery - SIT30222 Certificate III in Travel - SIT30322 Certificate III in Guiding - SIT30522 Certificate III in Events - SIT30622 Certificate III in Hospitality - SIT30722 Certificate III in Hospitality (Restaurant Front of House) - SIT30821 Certificate III in Commercial Cookery - SIT30921 Certificate III in Catering - SIT31021 Certificate III in Patisserie - SIT31121 Certificate III in Asian Cookery - SIT40222 Certificate IV in Guiding - SIT40422 Certificate IV in Hospitality - SIT40521 Certificate IV in Kitchen Management - SIT40621 Certificate IV in Catering Management - SIT40721 Certificate IV in Patisserie - SIT40821 Certificate IV in Asian Cookery - SIT50122 Diploma of Travel and Tourism Management - SIT50322 Diploma of Event Management - SIT50422 Diploma of Hospitality Management - SIT60122 Advanced Diploma of Travel and Tourism Management - SIT60222 Advanced Diploma of Event Management

		- SIT60322 Advanced Diploma of Hospitality Management 33 Skills Sets: - SITSS00066 Kitchen Management - SITSS00067 Supervision of Cookery Apprentices - SITSS00068 Food Handling - SITSS00069 Food Safety Supervision - SITSS00070 Hospitality Compliance - SITSS00071 Responsible Service of Alcohol - SITSS00072 Airfare Construction - SITSS00073 Australian and International Travel Destinations - SITSS00074 Australian and International Travel Products - SITSS00075 Beverage Advice - SITSS00076 Business Management - SITSS00077 Customer Service Management - SITSS00078 Customer Service - SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations - SITSS00080 Espresso Machine Operation - SITSS00081 Essential Business Skills for a Franchisee - SITSS00082 Essential Business Skills for a Restaurant Manager - SITSS00083 Food Advice - SITSS00084 Governance for Board Members - SITSS00085 Groundskeeping and Maintenance - SITSS00086 Housekeeping Service - SITSS00087 Mentoring and Supervision - SITSS00088 Online Engagement for Small Business - SITSS00089 Product Development for International Visitor Markets - SITSS00090 Product Sales for International Visitor Markets - SITSS00091 Service for International Visitors - SITSS00092 Event Coordination - SITSS00093 Event Development - SITSS00094 Sommelier - SITSS00095 Travel Sales and Customer Service - SITSS00096 Understanding Financial Concepts for Budgeting - SITSS00097 Visitor Information Services - SITSS00098 Driver Guide Services 224 units of competency.
1.3	April 2022	Updated superseded First Aid units in the following qualifications: - SIT20116 Certificate II in Tourism - SIT20216 Certificate II in Holiday Parks and Resorts - SIT20316 Certificate II in Hospitality - SIT20416 Certificate II in Kitchen Operations - SIT20516 Certificate II in Asian Cookery - SIT30116 Certificate III in Tourism - SIT30316 Certificate III in Guiding - SIT30416 Certificate III in Holiday Parks and Resorts - SIT30616 Certificate III in Hospitality - SIT30816 Certificate III in Commercial Cookery - SIT30916 Certificate III in Catering Operations - SIT31016 Certificate III in Patisserie - SIT31116 Certificate III in Asian Cookery - SIT40116 Certificate IV in Travel and Tourism - SIT40216 Certificate IV in Guiding

		• SIT40316 Certificate IV in Holiday Parks and Resorts • SIT40416 Certificate IV in Hospitality • SIT40516 Certificate IV in Commercial Cookery • SIT40616 Certificate IV in Catering Operations • SIT40716 Certificate IV in Patisserie • SIT40816 Certificate IV in Asian Cookery • SIT50116 Diploma of Travel and Tourism Management • SIT50216 Diploma of Holiday Park and Resort Management • SIT50416 Diploma of Hospitality Management • SIT60116 Advanced Diploma of Travel and Tourism Management • SIT60316 Advanced Diploma of Hospitality Management
1.2	September 2018	Minor upgrade This release includes three new Skill Sets: • Australian and International Travel Products • Australian and International Travel Destinations • Travel Sales and Customer Service
1.1	April 2016	Minor upgrade Update of imported SIR units
1.0	March 2016	Primary release Replaces SIT12 Tourism, Travel and Hospitality Training Package v2.0

TRAINING PACKAGES, THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) AND COMPETENCY STANDARDS

Training Packages

Training packages specify the knowledge and skills required by individuals to perform effectively in the workplace, known as 'competencies' and expressed in units of competency. Training packages also detail how units of competency can be packaged into nationally recognised skill sets and qualifications that align with the AQF.

Training packages prescribe assessment requirements, but they do not prescribe how an individual should be trained.

Training packages are used for a number of purposes, but they are predominantly used:

- by RTOs, to design training curriculum tailored to support individual learner needs, and the needs of employers and industry
- by employers, to assist with workforce design, development and structure.

Training packages consist of the following nationally endorsed training products, which are:

- units of competency, which specify the standard of performance required in the workplace
- assessment requirements (associated with each unit of competency)
- qualifications aligned to the AQF (Certificate I to Advanced Diploma, and Graduate Certificate and Graduate Diploma)
- credit arrangements specifying existing arrangements between training package qualifications and higher education qualifications in accordance with the AQF.

Training packages also consist of the following non-endorsed training product components:

- skill sets
- companion volume implementation guides

Training package products development rules, owned by Skills Ministers, are reviewed regularly to ensure they remain fit-for-purpose. These rules, referred to as the Training Package Organising Framework (TPOF), comprise the:

- **Standards for Training Packages ('the Standards')** – setting the overarching design and development requirements of training products for endorsement by Skills Ministers.
- **Training Package Products Policy (TPPP)** – outlining the design rules that must be adhered to when developing or modifying a training product.
- **Training Package Products Development and Endorsement Process Policy (TPPDEPP)** – outlining the process for developing and seeking the endorsement of training products.

Also, of relevance to the design, development and delivery of training packages are the:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Standards for Vocational Education and Training Regulators 2015
- National Register of Vocational Education and Training
- Australian Qualifications Framework
- Standards for VET Accredited Courses 2021

The above mentioned legislation can be located on the Australian Government ComLaw website.

Australian Qualifications Framework

The Australian Qualifications Framework (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 the AQF enables national recognition of qualifications and Statements of Attainment.

Competency Standards

The broad concept of industry competency is the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency standards cover all aspects of workplace performance and involve:

- performing individual tasks
- managing a range of different tasks

- responding to contingencies or breakdowns
- dealing with the responsibilities of the workplace, including working with others.

Workplace competency is the ability to apply relevant skills and knowledge consistently over time and in the required workplace situations and environments.

Competency standards are determined by industry to meet industry skill needs and focus on what is expected of a competent individual in the workplace.

AUSTRALIAN QUALIFICATIONS FRAMEWORK QUALIFICATIONS, SKILL SETS AND UNITS OF COMPETENCY IN THE SIT TOURISM, TRAVEL AND HOSPITALITY TRAINING PACKAGE

Qualifications

The SIT Tourism, Travel and Hospitality Training Package provides details of the Units of Competency and their Assessment Requirements 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 are referred to as the packaging rules. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

Codes and titles

There are mandatory conventions specified in the Standards for Training Packages for the titles and codes used in Training Packages and their components.

QUALIFICATION CODE Mandatory Field	The qualification code contains the three alpha characters identifying the Training Package, a numeric character identifying the AQF level, a two numeric character sequence identifier, and two numeric characters identifying the year the qualification was endorsed. It must comply with the length specified in the AVETMIS Standard.
QUALIFICATION TITLE Mandatory Field	A Unique title that reflects the qualification outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

Each qualification has an eight-character code where the:

- first three characters identify the Training Package
- first number identifies the AQF qualification level
- second and third numbers identify a qualification's position in the sequence of qualifications at that AQF qualification level
- fourth and fifth numbers identify the year in which the qualification was endorsed.

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

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

For example: SIT30722 Certificate III in Hospitality (Restaurant Front of House)

Qualifications in the SIT Tourism, Travel and Hospitality Training Package

The following AQF qualifications are in the SIT Tourism, Travel and Hospitality Training Package:

Code	Qualification Title
AQF 1	
SIT10122	Certificate I in Tourism (Australian Indigenous Culture)
SIT10222	Certificate I in Hospitality
AQF 2	
SIT20122	Certificate II in Tourism
SIT20322	Certificate II in Hospitality
SIT20421	Certificate II in Cookery
AQF 3	
SIT30122	Certificate III in Tourism
SIT30222	Certificate III in Travel
SIT30322	Certificate III in Guiding
SIT30522	Certificate III in Events
SIT30622	Certificate III in Hospitality
SIT30722	Certificate III in Hospitality (Restaurant Front of House)
SIT30821	Certificate III in Commercial Cookery
SIT30921	Certificate III in Catering
SIT31021	Certificate III in Patisserie
SIT31121	Certificate III in Asian Cookery
AQF 4	
SIT40122	Certificate IV in Travel and Tourism
SIT40222	Certificate IV in Guiding
SIT40422	Certificate IV in Hospitality
SIT40521	Certificate IV in Kitchen Management
SIT40621	Certificate IV in Catering Management
SIT40721	Certificate IV in Patisserie
SIT40821	Certificate IV in Asian Cookery
AQF 5	
SIT50122	Diploma of Travel and Tourism Management
SIT50322	Diploma of Event Management
SIT50422	Diploma of Hospitality Management
AQF 6	
SIT60122	Advanced Diploma of Travel and Tourism Management
SIT60222	Advanced Diploma of Event Management
SIT60322	Advanced Diploma of Hospitality Management

Skill Sets

Codes and titles

Skill Sets are single Units of Competency or combinations of Units of Competency from an endorsed Training Package/s that link to a licensing or regulatory requirement or a defined industry need.

A Skill Set is awarded with the issuing of a Statement of Attainment.

Each Skill Set has a code that is automatically issued by www.training.gov.au (TGA) where the:

- first three characters identify the Training Package
- next two characters indicate that it is a Skill Set
- numbers identify the Skill Set's position in the sequence of Skill Sets.

Skill Sets in the SIT Tourism, Travel and Hospitality Training Package

The following skill sets are in the SIT Tourism, Travel and Hospitality Training Package.

Code	Skill Sets Title	Pathways
SITSS00066	Kitchen Management	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00067	Supervision of Cookery Apprentices	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package and qualifications in the TAE Training and Education Training Package.
SITSS00068	Food Handling	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00069	Food Safety Supervision	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00070	Hospitality Compliance	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00071	Responsible Service of Alcohol	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00072	Airfare Construction	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00073	Australian and International Travel Destinations	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00074	Australian and International Travel Products	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00075	Beverage Advice	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00076	Business Management	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package
SITSS00077	Customer Service Management	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00078	Customer Service	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00079	Environmentally Sustainable Hospitality and Restaurant Operations	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package
SITSS00080	Espresso Machine Operation	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00081	Essential Business Skills for a Franchisee	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package
SITSS00082	Essential Business Skills for a Restaurant Manager	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package

SITSS00083	Food Advice	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00084	Governance for Board Members	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package
SITSS00085	Groundskeeping and Maintenance	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the RII Resources and Infrastructure Industry Training Package
SITSS00086	Housekeeping Service	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00087	Mentoring and Supervision	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00088	Online Engagement for Small Business	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00089	Product Development for International Visitor Markets	Credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package and the BSB Business Services Training Package
SITSS00090	Product Sales for International Visitor Markets	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00091	Service for International Visitors	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00092	Event Coordination	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00093	Event Development	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00094	Sommelier	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00095	Travel Sales and Customer Service	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00096	Understanding Financial Concepts for Budgeting	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00097	Visitor Information Services	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.
SITSS00098	Driver Guide Services	Credit towards a range of qualifications in the SIT Tourism, Travel and Hospitality Training Package.

Units Of Competency

Codes and titles

Units of Competency are nationally agreed statements about the skills and knowledge required for effective performance in the workplace. They outline work outcomes as defined by regulatory requirements and agreed by industry.

As such, they identify the skills and knowledge (as outcomes) that contribute to the whole job function – they do not describe how to perform a particular role.

Each Unit of Competency covers a specific work activity, the range of conditions under which the activity is conducted and the foundation skills essential to performance.

The same Unit of Competency (i.e. specific work activity) can be relevant across a range of AQF qualification levels. It is important to check the packaging rules in qualifications to establish how units can apply.

UNIT CODE Mandatory Field	The unit code contains the three alpha characters identifying the Training Package, followed by alpha and /or a numeric character. It must comply with the length specified in the AVETMIS Standard (no more than 12 characters)
UNIT TITLE Mandatory Field	The title that concisely describes the outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

There are mandatory conventions specified in the Standards for Training Packages for the codes and titles used in Training Packages and their components.

The codes are assigned to Units of Competency when the Training Package is endorsed, or when new Units of Competency are added to an existing endorsed Training Package.

Each Unit of Competency has a specific character code where the:

- first three characters identify the Training Package, *for example: SIT*
- next character/s indicates the competency field
- numbers identify a unit's position in the sequence of units in the competency field in the Training Package.

For example: SITEEVT020 Source and use information on the events industry

Assessment Requirements

Each Unit of Competency has its own assessment requirements that identify the:

- Performance evidence
- Knowledge evidence
- Assessment conditions.

TITLE Mandatory Field	Assessment Requirements for [Insert Unit of Competency Code and Title]
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The same code is used for the Unit of Competency and its associated assessment requirements.

Units of Competency in the SIT Tourism, Travel and Hospitality Training Package

The following table identifies the Unit of Competency letter codes for the competency field:

Unit Code	Unit Title	Usage
E Events		
EVT		
SITEEVT020	Source and use information on the events industry	Current
SITEEVT021	Administer event registrations	Current
SITEEVT022	Provide event production support	Current
SITEEVT023	Plan in-house events	Current
SITEEVT024	Develop conference and event programs	Current
SITEEVT025	Select event venues and sites	Current
SITEEVT026	Manage event production components	Current
SITEEVT027	Organise event infrastructure	Current
SITEEVT028	Manage on-site event operations	Current
SITEEVT029	Research event industry trends and practice	Current
SITEEVT030	Develop event concepts	Current
SITEEVT031	Determine event feasibility	Current
SITEEVT032	Develop and implement event management plans	Current
SITEEVT033	Develop event transport plans	Current
SITEEVT034	Develop crowd management plans	Current
SITEEVT035	Develop multi-venue event plans	Current
SITEEVT036	Plan and allocate exhibition space	Current
SITEEVT037	Recruit and manage exhibitors	Current
H Hospitality		
ACS	Accommodation Services	
SITHACS009	Clean premises and equipment	Current
SITHACS010	Provide housekeeping services to guests	Current
SITHACS011	Prepare rooms for guests	Current
SITHACS012	Launder linen and guest clothes	Current
SITHACS013	Provide porter services	Current
SITHACS014	Provide valet services	Current
SITHACS015	Conduct night audit	Current
SITHACS016	Provide accommodation reception services	Current
ASC	Asian Cookery	
SITHASC020	Prepare dishes using basic methods of Asian cookery	Current
SITHASC021	Prepare Asian appetisers and snacks	Current
SITHASC022	Prepare Asian stocks and soups	Current
SITHASC023	Prepare Asian sauces, dips and accompaniments	Current
SITHASC024	Prepare Asian salads	Current
SITHASC025	Prepare Asian rice and noodles	Current
SITHASC026	Prepare curry pastes and powders	Current

SITHASC027	Prepare Asian cooked dishes	Current
SITHASC028	Prepare Asian desserts	Current
SITHASC029	Prepare Japanese cooked dishes	Current
SITHASC030	Prepare sashimi	Current
SITHASC031	Prepare sushi	Current
SITHASC032	Produce Japanese desserts	Current
SITHASC033	Prepare dim sum	Current
SITHASC034	Prepare Chinese roast meat and poultry dishes	Current
SITHASC035	Prepare tandoori dishes	Current
SITHASC036	Prepare Indian breads	Current
SITHASC037	Prepare Indian sweetmeats	Current
SITHASC038	Prepare Indian pickles and chutneys	Current
CCC	Commercial Cookery and Catering	
SITHCCC023	Use food preparation equipment	Current
SITHCCC024	Prepare and present simple dishes	Current
SITHCCC025	Prepare and present sandwiches	Current
SITHCCC026	Package prepared foodstuffs	Current
SITHCCC027	Prepare dishes using basic methods of cookery	Current
SITHCCC028	Prepare appetisers and salads	Current
SITHCCC029	Prepare stocks, sauces and soups	Current
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Current
SITHCCC031	Prepare vegetarian and vegan dishes	Current
SITHCCC032	Produce cook-chill and cook-freeze foods	Current
SITHCCC033	Re-thermalise chilled and frozen foods	Current
SITHCCC034	Work effectively in a commercial kitchen	Current
SITHCCC035	Prepare poultry dishes	Current
SITHCCC036	Prepare meat dishes	Current
SITHCCC037	Prepare seafood dishes	Current
SITHCCC038	Produce and serve food for buffets	Current
SITHCCC039	Produce pates and terrines	Current
SITHCCC040	Prepare and serve cheese	Current
SITHCCC041	Produce cakes, pastries and breads	Current
SITHCCC042	Prepare food to meet special dietary requirements	Current
SITHCCC043	Work effectively as a cook	Current
SITHCCC044	Prepare specialised food items	Current
FAB	Food and Beverage	
SITHFAB021	Provide responsible service of alcohol	Current
SITHFAB022	Clean and tidy bar areas	Current
SITHFAB023	Operate a bar	Current
SITHFAB024	Prepare and serve non-alcoholic beverages	Current
SITHFAB025	Prepare and serve espresso coffee	Current

SITHFAB026	Provide room service	Current
SITHFAB027	Serve food and beverage	Current
SITHFAB028	Operate and monitor cellar systems	Current
SITHFAB029	Conduct a product tasting for alcoholic beverages	Current
SITHFAB030	Prepare and serve cocktails	Current
SITHFAB031	Provide advice on beers, spirits and liqueurs	Current
SITHFAB032	Provide advice on Australian wines	Current
SITHFAB033	Provide advice on imported wines	Current
SITHFAB034	Provide table service of food and beverage	Current
SITHFAB035	Provide silver service	Current
SITHFAB036	Provide advice on food	Current
SITHFAB037	Provide advice on food and beverage matching	Current
SITHFAB038	Plan and monitor espresso coffee service	Current
SITHFAB039	Manage the sale or service of wine	Current
SITHFAB021	Provide responsible service of alcohol	Current
GAM	Gaming	
SITHGAM022	Provide responsible gambling services	Current
SITHGAM023	Attend gaming machines	Current
SITHGAM024	Operate a TAB outlet	Current
SITHGAM025	Conduct Keno games	Current
SITHGAM026	Analyse and report on gaming machine data	Current
SITHGAM027	Deal Baccarat games	Current
SITHGAM028	Conduct Big Wheel games	Current
SITHGAM029	Deal Blackjack games	Current
SITHGAM030	Deal Poker games	Current
SITHGAM031	Deal Pontoon games	Current
SITHGAM032	Conduct Rapid Roulette games	Current
SITHGAM033	Conduct Roulette games	Current
SITHGAM034	Attend casino gaming machines	Current
SITHGAM035	Deal Caribbean Stud games	Current
SITHGAM036	Deal Casino War games	Current
SITHGAM037	Deal Mississippi Stud games	Current
SITHGAM038	Conduct Rapid Baccarat games	Current
SITHGAM039	Conduct Rapid Big Wheel games	Current
SITHGAM040	Deal Three Card Poker games	Current
IND	Working in Industry	
SITHIND005	Use hygienic practices for hospitality service	Current
SITHIND006	Source and use information on the hospitality industry	Current
SITHIND007	Use hospitality skills effectively	Current
SITHIND008	Work effectively in hospitality service	Current
KOP	Kitchen Operations	

SITHKOP009	Clean kitchen premises and equipment	Current
SITHKOP010	Plan and cost recipes	Current
SITHKOP011	Plan and implement service of buffets	Current
SITHKOP012	Develop recipes for special dietary requirements	Current
SITHKOP013	Plan cooking operations	Current
SITHKOP014	Plan catering for events or functions	Current
SITHKOP015	Design and cost menus	Current
SITHKOP016	Select catering systems	Current
PAT	Patisserie	
SITHPAT011	Produce cakes	Current
SITHPAT012	Produce specialised cakes	Current
SITHPAT013	Produce pastries	Current
SITHPAT014	Produce yeast-based bakery products	Current
SITHPAT015	Produce petits fours	Current
SITHPAT016	Produce desserts	Current
SITHPAT017	Prepare and model marzipan	Current
SITHPAT018	Produce chocolate confectionery	Current
SITHPAT019	Model sugar-based decorations	Current
SITHPAT020	Design and produce sweet showpieces	Current
T Tourism		
GDE	Guiding	
SITTGDE013	Interpret aspects of local Australian Indigenous culture	Current
SITTGDE014	Work as a guide	Current
SITTGDE015	Provide arrival and departure assistance	Current
SITTGDE016	Lead tour groups	Current
SITTGDE017	Prepare and present tour commentaries or activities	Current
SITTGDE018	Develop and maintain the general and regional knowledge required by guides	Current
SITTGDE019	Research and share information on Australian Indigenous cultures	Current
SITTGDE020	Prepare specialised interpretive content on flora, fauna and landscape	Current
SITTGDE021	Prepare specialised interpretive content on marine environments	Current
SITTGDE022	Prepare specialised interpretive content on cultural and heritage environments	Current
SITTGDE023	Coordinate and operate tours	Current
SITTGDE024	Manage extended touring programs	Current
IND	Working in Industry	
SITTIND003	Source and use information on the tourism and travel industry	Current
SITTIND004	Source and use information on the holiday park and resort industry	Current
PPD	Planning and Product Development	
SITTPPD012	Package tourism products	Current
SITTPPD013	Develop interpretive activities	Current
SITTPPD014	Coordinate and operate sustainable tourism activities	Current
SITTPPD015	Develop in-house recreational activities	Current

SITTPPD016	Research and analyse tourism data	Current
SITTPPD017	Develop tourism products	Current
SITTPPD018	Develop environmentally sustainable tourism operations	Current
SITTPPD019	Develop culturally appropriate tourism operations	Current
TOP	Tour Operations	
SITTTOP006	Load touring equipment and supplies	Current
SITTTOP007	Provide outdoor catering	Current
SITTTOP008	Allocate tour or activity resources	Current
SITTTOP009	Set up and operate a camp site	Current
SITTTOP010	Operate tours in a remote area	Current
TVL	Travel	
SITTTVL001	Access and interpret product information	Current
SITTTVL002	Provide advice on international destinations	Current
SITTTVL003	Provide advice on Australian destinations	Current
SITTTVL004	Sell tourism products or services	Current
SITTTVL005	Prepare customer quotations	Current
SITTTVL006	Book tourism products and process documentation	Current
SITTTVL007	Use a computerised reservations or operations system	Current
SITTTVL008	Source airfares and issue tickets for domestic flights	Current
SITTTVL009	Construct international airfares	Current
SITTTVL010	Construct advanced international airfares	Current
SITTTVL011	Provide specialist advice on cruises	Current
VAF	Venue and Facility Operations	
SITTVAF006	Load and unload a ride	Current
SITTVAF007	Operate a ride location	Current
SITTVAF008	Operate a games location	Current
SITTVAF009	Tow and site recreational vehicles	Current
SITTVAF010	Fill LPG gas cylinders	Current
X Cross-Sector		
CCS	Client and Customer Service	
SITXCCS009	Provide customer information and assistance	Current
SITXCCS010	Provide visitor information	Current
SITXCCS011	Interact with customers	Current
SITXCCS012	Provide lost and found services	Current
SITXCCS013	Provide club reception services	Current
SITXCCS014	Provide service to customers	Current
SITXCCS015	Enhance customer service experiences	Current
SITXCCS016	Develop and manage quality customer service practices	Current
SITXCCS017	Use a computerised booking system	Current
SITXCCS018	Make bookings and process documentation	Current
SITXCCS019	Prepare quotations	Current

COM	Communication and Teamwork	
SITXCOM006	Source and present information	Current
SITXCOM007	Show social and cultural sensitivity	Current
SITXCOM008	Provide a briefing or scripted commentary	Current
SITXCOM009	Address protocol requirements	Current
SITXCOM010	Manage conflict	Current
CRI	Crisis Management	
SITXCRI003	Respond to a customer in crisis	Current
SITXCRI004	Manage a business continuity crisis	Current
FIN	Finance	
SITXFIN007	Process financial transactions	Current
SITXFIN008	Interpret financial information	Current
SITXFIN009	Manage finances within a budget	Current
SITXFIN010	Prepare and monitor budgets	Current
SITXFIN011	Manage physical assets	Current
SITXFIN012	Manage revenue	Current
FSA	Food Safety	
SITXFSA005	Use hygienic practices for food safety	Current
SITXFSA006	Participate in safe food handling practices	Current
SITXFSA007	Transport and store food	Current
SITXFSA008	Develop and implement a food safety program	Current
GLC	Governance and Legal Compliance	
SITXGLC002	Identify and manage legal risks and comply with law	Current
HRM	Human Resource Management	
SITXHRM007	Coach others in job skills	Current
SITXHRM008	Roster staff	Current
SITXHRM009	Lead and manage people	Current
SITXHRM010	Recruit, select and induct staff	Current
SITXHRM011	Manage volunteers	Current
SITXHRM012	Monitor staff performance	Current
INV	Inventory	
SITXINV006	Receive, store and maintain stock	Current
SITXINV007	Purchase goods	Current
SITXINV008	Control stock	Current
SITXINV009	Establish stock purchasing and control systems	Current
LAN	Languages other than English	
SITXLAN007	Conduct basic oral communication in a language other than English	Current
SITXLAN008	Conduct oral communication in a language other than English	Current
SITXLAN009	Read and write information in a language other than English	Current
MGT	Management and Leadership	
SITXMGT004	Monitor work operations	Current

SITXMGT005	Establish and conduct business relationships	Current
SITXMGT006	Manage projects	Current
MPR	Marketing and Public Relations	
SITXMPR009	Coordinate production of brochures and marketing materials	Current
SITXMPR010	Create a promotional display or stand	Current
SITXMPR011	Plan and implement sales activities	Current
SITXMPR012	Coordinate marketing activities	Current
SITXMPR013	Participate in cooperative online marketing initiatives	Current
SITXMPR014	Develop and implement marketing strategies	Current
SITXMPR015	Obtain and manage sponsorship	Current
SITXMPR016	Prepare and present proposals	Current
WHS	Work Health and Safety	
SITXWHS005	Participate in safe work practices	Current
SITXWHS006	Identify hazards, assess and control safety risks	Current
SITXWHS007	Implement and monitor work health and safety practices	Current
SITXWHS008	Establish and maintain a work health and safety system	Current

Qualification Mapping Information

The qualification mapping information maps the SIT Tourism, Travel and Hospitality Training Package qualifications to previous releases. See [Appendix A: Qualification mapping](#)

Skill Set Mapping Information

The qualification mapping information maps the SIT Tourism, Travel and Hospitality Training Package skill sets to previous releases. See [Appendix B: Skill Set mapping](#)

Unit Of Competency Mapping Information

The unit of competency mapping information maps the SIT Tourism, Travel and Hospitality Training Package units of competency to previous releases. See [Appendix C: Unit of Competency mapping](#)

Prerequisite Units of Competency

Candidates must be deemed competent in the required prerequisite unit/s of competency prior to the determination of competency in the Units of Competency they appear in.

The following units of competency have prerequisite requirements:

Unit Code and Title	Prerequisite(s)
SITHASC020 Prepare dishes using basic methods of Asian cookery	SITXFSA005 Use hygienic practices for food safety
SITHASC021 Prepare Asian appetisers and snacks	SITXFSA005 Use hygienic practices for food safety
SITHASC022 Prepare Asian stocks and soups	SITXFSA005 Use hygienic practices for food safety
SITHASC023 Prepare Asian sauces, dips and accompaniments	SITXFSA005 Use hygienic practices for food safety

SITHASC024 Prepare Asian salads	SITXFSA005 Use hygienic practices for food safety
SITHASC025 Prepare Asian rice and noodles	SITXFSA005 Use hygienic practices for food safety
SITHASC026 Prepare curry pastes and powders	SITXFSA005 Use hygienic practices for food safety
SITHASC027 Prepare Asian cooked dishes	SITXFSA005 Use hygienic practices for food safety
SITHASC028 Prepare Asian desserts	SITXFSA005 Use hygienic practices for food safety
SITHASC029 Prepare Japanese cooked dishes	SITXFSA005 Use hygienic practices for food safety
SITHASC030 Prepare sashimi	SITXFSA005 Use hygienic practices for food safety
SITHASC031 Prepare sushi	SITXFSA005 Use hygienic practices for food safety
SITHASC032 Produce Japanese desserts	SITXFSA005 Use hygienic practices for food safety
SITHASC033 Prepare dim sum	SITXFSA005 Use hygienic practices for food safety
SITHASC034 Prepare Chinese roast meat and poultry dishes	SITXFSA005 Use hygienic practices for food safety
SITHASC035 Prepare tandoori dishes	SITXFSA005 Use hygienic practices for food safety
SITHASC036 Prepare Indian breads	SITXFSA005 Use hygienic practices for food safety
SITHASC037 Prepare Indian sweetmeats	SITXFSA005 Use hygienic practices for food safety
SITHASC038 Prepare Indian pickles and chutneys	SITXFSA005 Use hygienic practices for food safety
SITHCCC023 Use food preparation equipment	SITXFSA005 Use hygienic practices for food safety
SITHCCC024 Prepare and present simple dishes	SITXFSA005 Use hygienic practices for food safety
SITHCCC025 Prepare and present sandwiches	SITXFSA005 Use hygienic practices for food safety
SITHCCC026 Package prepared foodstuffs	SITXFSA005 Use hygienic practices for food safety
SITHCCC027 Prepare dishes using basic methods of cookery	SITXFSA005 Use hygienic practices for food safety
SITHCCC028 Prepare appetisers and salads	SITXFSA005 Use hygienic practices for food safety
SITHCCC029 Prepare stocks, sauces and soups	SITXFSA005 Use hygienic practices for food safety
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC031 Prepare vegetarian and vegan dishes	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC032 Produce cook-chill and cook-freeze foods	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC033 Re-thermalise chilled and frozen foods	SITHCCC027 Prepare dishes using basic methods of cookery

	SITHCCC032 Produce cook- chill and cook-freeze foods
	SITXFSA005 Use hygienic practices for food safety
SITHCCC034 Work effectively in a commercial kitchen	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC035 Prepare poultry dishes	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC036 Prepare meat dishes	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC037 Prepare seafood dishes	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC038 Produce and serve food for buffets	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC039 Produce pates and terrines	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC040 Prepare and serve cheese	SITXFSA005 Use hygienic practices for food safety
SITHCCC041 Produce cakes, pastries and breads	SITXFSA005 Use hygienic practices for food safety
SITHCCC042 Prepare food to meet special dietary requirements	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC043 Work effectively as a cook	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHCCC044 Prepare specialised food items	SITHCCC027 Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
SITHFAB022 Clean and tidy bar areas	SITXFSA005 Use hygienic practices for food safety
SITHFAB023 Operate a bar	SITHFAB021 Provide responsible service of alcohol
	SITXFSA005 Use hygienic practices for food safety
SITHFAB024 Prepare and serve non-alcoholic beverages	SITXFSA005 Use hygienic practices for food safety
SITHFAB025 Prepare and serve espresso coffee	SITXFSA005 Use hygienic practices for food safety
SITHFAB026 Provide room service	SITXFSA005 Use hygienic practices for food safety
SITHFAB027 Serve food and beverage	SITXFSA005 Use hygienic practices for food safety
SITHFAB029 Conduct a product tasting for alcoholic beverages	SITHFAB021 Provide responsible service of alcohol
SITHFAB030 Prepare and serve cocktails	SITHFAB021 Provide responsible service of alcohol

	SITHFAB023 Operate a bar
	SITXFSA005 Use hygienic practices for food safety
SITHFAB031 Provide advice on beers, spirits and liqueurs	SITHFAB021 Provide responsible service of alcohol
SITHFAB032 Provide advice on Australian wines	SITHFAB021 Provide responsible service of alcohol
SITHFAB033 Provide advice on imported wines	SITHFAB021 Provide responsible service of alcohol
SITHFAB034 Provide table service of food and beverage	SITHFAB021 Provide responsible service of alcohol
	SITXFSA005 Use hygienic practices for food safety
SITHFAB035 Provide silver service	SITXFSA005 Use hygienic practices for food safety
SITHFAB037 Provide advice on food and beverage matching	SITHFAB021 Provide responsible service of alcohol
SITHFAB039 Manage the sale or service of wine	SITHFAB021 Provide responsible service of alcohol
	SITHFAB032 Provide advice on Australian wines
	SITHFAB033 Provide advice on imported wines
SITHGAM023 Attend gaming machines	SITHGAM022 Provide responsible gambling services
SITHGAM024 Operate a TAB outlet	SITHGAM022 Provide responsible gambling services
SITHGAM025 Conduct Keno games	SITHGAM022 Provide responsible gambling services
SITHGAM026 Analyse and report on gaming machine data	SITHGAM022 Provide responsible gambling services
SITHGAM027 Deal Baccarat games	SITHGAM022 Provide responsible gambling services
SITHGAM028 Conduct Big Wheel games	SITHGAM022 Provide responsible gambling services
SITHGAM029 Deal Blackjack games	SITHGAM022 Provide responsible gambling services
SITHGAM030 Deal Poker games	SITHGAM022 Provide responsible gambling services
SITHGAM031 Deal Pontoon games	SITHGAM022 Provide responsible gambling services
SITHGAM032 Conduct Rapid Roulette games	SITHGAM022 Provide responsible gambling services
SITHGAM033 Conduct Roulette games	SITHGAM022 Provide responsible gambling services
SITHGAM034 Attend casino gaming machines	SITHGAM022 Provide responsible gambling services
SITHGAM035 Deal Caribbean Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM036 Deal Casino War games	SITHGAM022 Provide responsible gambling services
SITHGAM037 Deal Mississippi Stud games	SITHGAM022 Provide responsible gambling services
SITHGAM038 Conduct Rapid Baccarat games	SITHGAM022 Provide responsible gambling services
SITHGAM039 Conduct Rapid Big Wheel games	SITHGAM022 Provide responsible gambling services
SITHGAM040 Deal Three Card Poker games	SITHGAM022 Provide responsible gambling services
SITHKOP009 Clean kitchen premises and equipment	SITXFSA005 Use hygienic practices for food safety

SITHKOP011 Plan and implement service of buffets	SITXFSA005 Use hygienic practices for food safety
SITHKOP012 Develop recipes for special dietary requirements	SITHCCC027 Prepare dishes using basic methods of cookery SITHCCC042 Prepare food to meet special dietary requirements SITHKOP010 Plan and cost recipes SITXFSA005 Use hygienic practices for food safety
SITHKOP013 Plan cooking operations	SITXFSA005 Use hygienic practices for food safety
SITHKOP015 Design and cost menus	SITHKOP010 Plan and cost recipes
SITHPAT011 Produce cakes	SITXFSA005 Use hygienic practices for food safety
SITHPAT012 Produce specialised cakes	SITXFSA005 Use hygienic practices for food safety
SITHPAT013 Produce pastries	SITXFSA005 Use hygienic practices for food safety
SITHPAT014 Produce yeast-based bakery products	SITXFSA005 Use hygienic practices for food safety
SITHPAT015 Produce petits fours	SITXFSA005 Use hygienic practices for food safety
SITHPAT016 Produce desserts	SITXFSA005 Use hygienic practices for food safety
SITHPAT017 Prepare and model marzipan	SITXFSA005 Use hygienic practices for food safety
SITHPAT018 Produce chocolate confectionery	SITXFSA005 Use hygienic practices for food safety
SITHPAT019 Model sugar-based decorations	SITXFSA005 Use hygienic practices for food safety
SITHPAT020 Design and produce sweet showpieces	SITXFSA005 Use hygienic practices for food safety
SITTTOP007 Provide outdoor catering	SITXFSA005 Use hygienic practices for food safety
SITTTVL010 Construct advanced international airfares	SITTTSL009 Construct international airfares
SITXFSA007 Transport and store food	SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices
SITXFSA008 Develop and implement a food safety program	SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices
SITXINV006 Receive, store and maintain stock	SITXFSA005 Use hygienic practices for food safety

Imported Units of Competency and Their Prerequisite Units

The SIT Tourism, Travel and Hospitality Training Package includes imported Units of Competency from other Training Packages.

Please check the relevant assessment requirements of the source Training Package by accessing the national training website www.training.gov.au (TGA) or a physical copy regarding any special conditions that may apply to the assessment of imported Units of Competency.

For up-to-date releases of the imported units, refer to www.training.gov.au or the respective JSC.

Where any of the Units of Competency listed below are used to form a qualification or Skill Set they do not count as Units of Competency imported under the qualification packaging rules:

- Elective units may be selected from any relevant endorsed Training Package. The elective units must contribute to the vocational outcomes of the qualification

Where imported Units of Competency are selected, care must be taken to ensure that all prerequisite Units of Competency specified are complied with.

Note: *An asterisk after a Unit of Competency code indicates prerequisite requirements for that Unit of Competency.

Unit Code	Unit Title	Usage
Agriculture, Horticulture and Conservation and Land Management		
AHCIRG338	Troubleshoot irrigation systems	Current
AHCLSC207	Construct low-profile timber or modular retaining walls	Current
AHCLSC209	Lay paving	Current
AHCLSC311	Set out site for construction works	Current
AHCLSC317	Construct landscape features using concrete	Current
AHCPGD209	Prune shrubs and small trees	Current
AHCPGD308	Plan and maintain plant displays	Current
AHCWRK323	Operate in isolated and remote situations	Current
Business Services		
BSBCMM211	Apply communication skills	Current
BSBCMM411	Make presentations	Current
BSBCRT201	Develop and apply thinking and problem solving skills	Current
BSBESB401	Research and develop business plans	Current
BSBESB402	Establish legal and risk management requirements of new business ventures	Current
BSBESB404	Market new business ventures	Current
BSBESB406	Establish operational strategies and procedures for new business ventures	Current
BSBFIN301	Process financial transactions	Current
BSBFIN302	Maintain financial records	Current

BSBFIN401	Report on financial activity	Current
BSBFIN601	Manage organisational finances	Current
BSBHRM416	Process payroll	Current
BSBHRM526	Manage payroll	Current
BSBHRM612	Contribute to the development of employee and industrial relations strategies	Current
BSBINS401	Analyse and present research information	Current
BSBMKG431	Assess marketing opportunities	Current
BSBMKG441	Develop public relations documents	Current
BSBMKG442	Conduct e-marketing communications	Current
BSBMKG544	Plan and monitor direct marketing activities	Current
BSBMKG552	Design and develop marketing communication plans	Current
BSBMKG553	Develop public relations campaigns	Current
BSBMKG624	Manage market research	Current
BSBMKG625	Implement and manage international marketing programs	Current
BSBOPS406	Participate in organisational governance	Current
BSBOPS502	Manage business operational plans	Current
BSBOPS504	Manage business risk	Current
BSBOPS601	Develop and implement business plans	Current
BSBPEF202	Plan and apply time management	Current
BSBSTR601	Manage innovation and continuous improvement	Current
BSBSUS211	Participate in sustainable work practices	Current
BSBSUS411	Implement and monitor environmentally sustainable work practices	Current
BSBSUS511	Develop workplace policies and procedures for sustainability	Current
BSBTEC101	Operate digital devices	Current
BSBTEC201	Use business software applications	Current
BSBTEC203	Research using the internet	Current
BSBTEC301	Design and produce business documents	Current
BSBTEC302	Design and produce spreadsheets	Current
BSBTEC303	Create electronic presentations	Current
BSBTEC402	Design and produce complex spreadsheets	Current

BSBTEC501	Develop and implement an e-commerce strategy	Current
BSBTWK201	Work effectively with others	Current
BSBTWK401	Build and maintain business relationships	Current
BSBTWK501	Lead diversity and inclusion	Current
BSBTWK503	Manage meetings	Current
BSBWRT411	Write complex documents	Current
BSBXCS302	Identify and report online security threats	Current
BSBXCS402	Promote workplace cyber security awareness and best practices	Current
BSBXCS405	Contribute to cyber security incident responses	Current
Property Services		
CPPCLO3100	Maintain cleaning storage areas	Current
CPPCLO3101	Clean carpeted floors	Current
CPPCLO3102	Clean hard floors	Current
CPPCLO3103	Clean and maintain amenities	Current
CPPCLO3105	Clean glass surfaces	Current
CPPCLO3108	Clean window coverings	Current
CPPCLO3111	Clean rooms, furniture and fittings	Current
CPPCLO3112	Clean walls, ceilings and fittings	Current
CPPDSM5027	Provide facilities and amenities for property users	Current
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises	Current
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security	Current
CPPSEC3122	Plan provision of close protection services	Current
Creative Arts and Culture		
CUAACD312	Produce computer-aided drawings	Current
CUACNM211	Monitor collections for changes in condition	Current
CUAEVP211	Assist with the staging of public activities or events	Current
CUAEVP413	Install and dismantle exhibition elements	Current
CUAEVP511	Coordinate installation and dismantling of exhibitions	Current
CUAFOH511	Manage front of house services	Current
CUAIND412	Provide freelance services	Current

CUALGT211	Develop basic lighting skills	Current
CUALGT311	Operate basic lighting	Current
CUAPPM422	Organise and facilitate rehearsals	Current
CUAPPM431	Compile production schedules	Current
CUAPPM513	Incorporate creative and technical needs into management processes	Current
CUAPPM514	Manage bump in and bump out of shows	Current
CUAPPM611	Manage pre-production for shows and events	Current
CUASET211	Develop basic skills in set construction	Current
CUASMT511	Stage manage productions and events	Current
CUASMT513	Develop and maintain production documents	Current
CUASOU211	Develop basic audio skills and knowledge	Current
CUASTA211	Develop basic staging skills	Current
CUASTA212	Assist with bump in and bump out of shows	Current
CUASTA314	Maintain physical production elements	Current
CUAVSS211	Develop basic vision system skills	Current
Food, Beverage and Pharmaceutical		
FBPRBK3005	Produce basic bread products	Current
FBPRBK3014	Produce sweet yeast products	Current
FBPRBK4001*	Produce artisan bread products	Current
FBPRBK4005	Apply advanced finishing techniques for specialty cakes	Current
Foundation Skills		
FSKDIG001	Use digital technology for short and basic workplace tasks	Current
Health		
HLTAHA019	Assist with the monitoring and modification of meals and menus according to individualised plans	Superseded
HLTAHA040	Assist with the monitoring and modification of meals and menus according to individualised plans	Current
HLTAID011	Provide First Aid	Current
HLTAID013	Provide First Aid in remote or isolated site	Current
Maritime		
MARF043	Operate survival craft, rescue boats and lifesaving appliances (proficiency in survival craft)	Current

MARF060	Apply basic survival skills in the event of vessel abandonment	Current
Sustainability		
MSS405088	Plan implement and monitor energy management	Current
Resources and Infrastructure Industry		
RIISAM202E	Isolate and access plant	Current
RIISAM203E	Use hand and power tools	Current
RIISAM204E	Operate small plant and equipment	Current
Funeral Services		
SIFCBGM001	Provide general grounds care	Current
SIFCBGM002	Maintain property and structures	Current
SIFCBGM007	Evaluate building and grounds maintenance and development needs	Current
SIFCBGM008	Coordinate building and grounds maintenance and development	Current
Retail Services		
SIRXCEG001	Engage the customer	Current
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Current
SIRXCEG009*	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour	Current
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	Current
SIRXOSM003*	Use social media and online tools	Current
SIRXOSM004	Analyse performance of social media and online business tools	Current
SIRXOSM005	Develop a basic website for customer engagement	Current
SIRXOSM006*	Develop and manage social media and online strategies	Current
SIRXOSM007	Manage risk to organisational reputation in an online setting	Current
SIRXPDK001	Advise on products and services	Current
SIRXSLS001	Sell to the retail customer	Current
SIRXSTR001	Develop an ecommerce strategy	Current
Sport, Fitness and Recreation		
SISCAQU015	Test pool water quality	Current
SISCAQU016	Manage pool water quality	Current
SISCAQU017	Monitor and maintain aquatic facility plant and equipment	Current

SISOSCB001	SCUBA dive in open water to a maximum depth of 18 metres	Current
SISOSCB006*	Perform diver rescues	Current
SISOSCB010	Lead SCUBA diving activities	Current
Training and Education Training Package		
TAEASS311	Contribute to assessment	Current
TAEDEL414	Mentor in the workplace	Current
Transport and Logistics		
TLIC0023	Operate four wheel drive vehicle	Current
TLIC1051	Operate commercial vehicle	Current
TLIC3042	Operate coach/bus	Current
TLIE0009	Carry out basic workplace calculations	Current
TLILIC2014	Licence to drive a light rigid vehicle	Current
TLILIC2015	Licence to drive a medium rigid vehicle	Current
TLILIC2016	Licence to drive a heavy rigid vehicle	Current

REGULATION AND LICENSING IMPLICATIONS FOR IMPLEMENTATION

Tourism, travel and hospitality industry personnel must comply with general laws that regulate customer, business and employee interaction for all types of businesses, for example consumer protection and work health and safety law.

Wherever knowledge of a general law is required to effectively perform a job task described in the unit of competency, it is covered in the knowledge evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to provide current regulatory documents to assist the assessment.

For example, the unit SITTTVL005 Prepare customer quotations:

Knowledge Evidence of Relevant Law	Assessment Conditions Resource Requirement
Primary components of consumer protection laws that relate to providing quotations and, organisational responsibility for: • nominating and charging cancellation fees • providing information on potential price increases • providing refunds and future credits • supplying products as described or substituting suitable products when product is unavailable.	Current plain English regulatory documents distributed by government consumer protection regulators.

Laws that specifically apply to the tourism, travel and hospitality industry

There is a range of laws and codes of specific relevance to the tourism, travel and hospitality industry. Wherever a specific law, regulation, business or occupational licensing arrangement exists, it is mentioned in the Application section of a unit of competency.

Required knowledge of that law is also described, as above, in the Knowledge Evidence field and any required resources are also prescribed in the Assessment Conditions. At the time of publication, these laws and codes and related units include:

Laws and Codes	Units of Competency
Criminal Code Act (1995) Provisions for child sex offences outside Australia and child sex tourism	SITTTVL004 Sell tourism products or services
Financial Services Reform Act (2001) Provisions for the sale of travel insurance	SITTTVL004 Sell tourism products or services
Food Standards Australia New Zealand Act 1991 and the Australia New Zealand Food Standards Code	SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices SITXFSA007 Transport and store food SITXFSA008 Develop and implement a food safety program
Queensland Tourism Services Act (2003) Affects inbound tour operators, no matter where located, selling tours that operate within Queensland; also guides, residing anywhere in Australia, when working in Queensland and selling local products	SITTTVL004 Sell tourism products or services SITTGDE014 Work as a guide
State and territory gambling/gaming Acts	SITHGAM022 Provide responsible gambling services

Provisions for the responsible conduct/service of gambling/gaming	
State and territory liquor licensing Acts	SITHFAB021 Provide responsible service of alcohol
Provisions for the responsible sale or service of alcohol in licensed venues	

Only some of these laws require an individual to hold occupational certification.

Occupational certification requirements for the tourism, travel and hospitality industry

Individuals being assessed under statutory, or industry occupational licensing or certification systems must comply with training and experience requirements additional to the requirements identified in this Training Package.

These additional requirements and implications for individuals and registered training organisations are outlined in the following table.

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
Dealers in licensed casinos. - SITHGAM027 Deal Baccarat games - SITHGAM028 Conduct Big Wheel games - SITHGAM029 Deal Blackjack games - SITHGAM030 Deal Poker games - SITHGAM031 Deal Pontoon games - SITHGAM032 Conduct Rapid Roulette games - SITHGAM033 Conduct Roulette games - SITHGAM034 Attend casino gaming machines - SITHGAM035 Deal Caribbean Stud games - SITHGAM036 Deal Casino War games - SITHGAM037 Deal Mississippi Stud games - SITHGAM038 Conduct Rapid Baccarat games - SITHGAM039 Conduct Rapid Big Wheel games - SITHGAM040 Deal Three Card Poker games.	State and territory gaming authorities	Individuals Under some state and territory laws these are required occupational licensing units for dealers conducting table games in licensed casinos. Individuals should seek advice from their local gaming authority and their casino employer on their requirement to complete one or more of these units. RTOs State and territory gaming authorities restrict the training and assessment of casino table game units to licensed casinos and partnership RTOs. Those developing training and assessment strategies for these units must consult with the relevant state or territory gaming authority to determine accreditation arrangements for their organisation, courses, trainers and assessors.
Food handlers and food safety supervisors. - SITXFSA005 Use hygienic practices for food safety - SITXFSA006 Participate in safe food handling practices.	State and territory food safety authorities	Individuals In some States and Territories there is a requirement for certain personnel involved in food handling and/or food safety supervision to complete training in these units.

		Certification requirements differ across States and Territories. Individuals should seek advice from their local food safety authority on their requirement to complete one or more of these units. RTOs Some state and territory food safety authorities have specific requirements for training organisations. Those developing training and assessment strategies for the units must consult with the relevant state or territory food safety authority to determine accreditation arrangements for courses, trainers and assessors.
Guides operating within Kakadu and Uluru - Kata Tjuta National Parks, Northern Territory. - SITTGDE013 Interpret aspects of local Australian Indigenous culture - SITTGDE019 Research and share information on Australian Indigenous cultures.	Parks Australia	Individuals Guides residing anywhere in Australia are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru – Kata Tjuta National Parks in the Northern Territory. Training is based on these units and is specifically tailored to each park environment. Guides should seek advice from Parks Australia on this requirement and the availability of training. RTOs Parks Australia designates the RTO approved to deliver and assess required training.
Those undertaking responsible conduct/service of gambling/gaming. SITHGAM022 Provide responsible gambling services.	State and territory gaming authorities	Individuals In some States and Territories there is a requirement for certain personnel involved in the provision of gambling/gaming services in licensed venues to complete training in this unit. Certification requirements differ across States and Territories. Individuals should seek advice from their local gaming authority on their requirement to complete this unit. RTOs Some state and territory gaming authorities have specific requirements for training organisations. Those developing training and assessment strategies for this unit must consult with the relevant state or territory gaming authority to determine accreditation arrangements for courses, trainers and assessors.

Those undertaking responsible service of alcohol. SITHFAB021 Provide responsible service of alcohol.	State and territory liquor licensing authorities	Individuals In some states and territories there is a requirement for certain personnel involved in the sale or service of alcohol in licensed venues to complete training in this unit. Certification requirements differ across States and Territories. Certification achieved in one State or Territory is not always accepted by interstate authorities. Individuals should seek advice from the local liquor licensing authority on their requirement to complete this unit or to complete additional training when working interstate. RTOs Some state and territory liquor licensing authorities have specific requirements for training organisations. Those developing training and assessment strategies for this unit must consult with the relevant state or territory liquor licensing authority to determine accreditation arrangements for courses, trainers and assessors.
Sale of travel insurance. Certification is not based on a Training Package unit but relates to: SITTTVL004 Sell tourism products or services.	Australian Securities and Investment Commission (ASIC)	Individuals Travel and tourism businesses that sell travel insurance must be registered with the Australian Securities and Investment Commission (ASIC). Under the Financial Services Reform Act (2001), they must ensure that adequate training is provided to all staff members who provide advice on and sell travel insurance. Travel and tourism personnel selling travel insurance must complete a course delivered by the insurance provider whose product they are selling. Individuals should seek advice from their employer on certification requirements. RTOs Insurance providers provide the training.

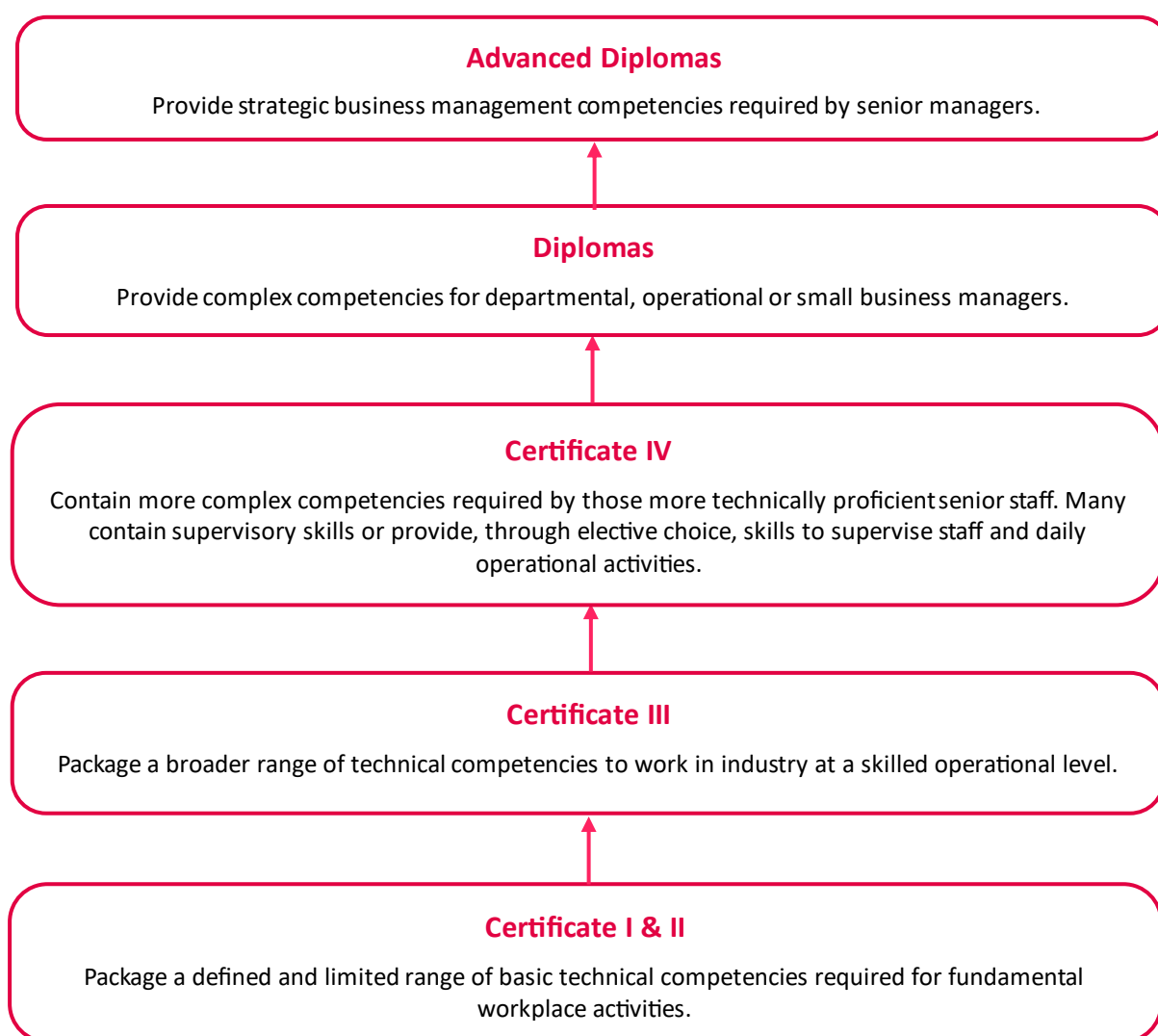
IMPLEMENTATION INFORMATION

KEY FEATURES OF THE TRAINING PACKAGE PATHWAYS

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 SIT include a range of activities in the tourism, travel and hospitality industries, such as customer service and sales, travel and tour coordination, tour delivery, commercial cookery and catering, food and beverage service, accommodation services, product development, and marketing and public relations.

In the tourism, travel and hospitality industries, supervisors and managers regularly undertake operational duties. Executive chefs in restaurants, clubs and hotel environments still cook; tourism and travel managers sell and quote on travel products on a daily basis; managers in accommodation establishments will regularly take reservations and check-in guests.

Industry, therefore, has designed higher level qualifications that may incorporate a range of technical or operational competencies. The requirement to achieve these units to obtain a Certificate IV, Diploma and Advanced Diploma is in keeping with tourism, travel and hospitality job outcomes at supervisory and management levels.



INDUSTRY SECTORS AND OCCUPATIONAL OUTCOMES OF QUALIFICATIONS

Overview of the Tourism, Travel and Hospitality Industry

The breadth of what can be collectively considered the tourism, travel and hospitality industries is defined in the Australia and New Zealand Standard Industrial Classification (ANZSIC) as:

- accommodation and food services
- scenic and sightseeing transport
- travel agency and tour arrangement services
- event management and tourist information centre operation
- amusement and other recreational activities
- casino operation.

There is a significant degree of interrelationship between tourism, travel and hospitality businesses, because of the integrated products and services produced, the close business-to-business relationships that exist across all the industries, the common customers serviced, and the sales and service staff employed, who often cross industries during their career.

Prior to the COVID-19 pandemic impacting Australia's economy, the tourism, travel and hospitality industry was estimated to employ over one million workers, with the tourism sector alone representing 666,000 workers (2018-19). Whilst the impact of restrictions and lockdowns imposed across the country due to COVID-19 are currently ongoing, the industry is expected to be a driving element to supporting Australia's economy recovery and growth.

Industry Sectors

Hospitality

The hospitality industry encompasses businesses that provide accommodation, food and beverages. This includes restaurants, cafés and takeaway food, pubs and bars, hotels, motels and other accommodation, and hospitality clubs and casinos. These businesses make up the entirety of what is classified under 'Accommodation and Food Services' and 'Casino Operation' in the ANZSIC. Key job roles, based on the Australia New Zealand Standard Classification of Occupations (ANZSCO)⁴, include:

- Bar Attendants and Baristas
- Café Workers
- Gaming Workers
- Hotel Service Managers
 - Front Office Manager (Hotel)
 - Head Housekeeper
 - Head Porter (Hotel)
 - Hotel Concierge
 - Hotel Office Manager
 - Hotel Service Supervisor
- Waiters
- Other Hospitality Workers
 - Bar Useful
 - Doorperson or Luggage Porter
- Bakers and Pastrycooks
- Chefs
- Cooks
- Cafe and Restaurant Managers
- Caravan Park and Camping Ground Managers
- Hotel and Motel Managers
- Licensed Club Managers

Travel

The travel industry encompasses businesses acting as agents to sell travel, tour and accommodation services, as well as businesses that mainly arrange, assemble, wholesale and retail tours. This is captured in the classification of 'Travel Agency and Tour Arrangement Services' in the ANZSIC. Key job roles, based on the ANZSCO, include Tourism and Travel advisers.

Tourism

Tourism, in the context of the Tourism, Travel and Hospitality Training Package, is primarily related to tours, guiding and visitor information services. These activities are captured in 'Scenic and Sightseeing Transport' and 'Other Administrative Services n.e.c.'. Key job roles, based on the ANZSCO, include Gallery, Museum and Tour Guides.

It should be noted that the tourism industry has its own definition and framework, as defined by Australia's Tourism Satellite Account.⁵ This framework encompasses the sum of all the industries in which 'visitors' consume a substantial proportion of their products or services. From this perspective, the tourism industry is mostly made up of accommodation and food services, but it also involves a portion of industries, such as retail, transport and arts and recreation services — of which the training needs of these industries are largely served by other Training Packages. It should also be noted that the term 'tourism', according to Australian and international standards, is not restricted to leisure-based travel; it also includes business and education travel, as well as any travel for any reason provided the destination is outside the person's usual environment.⁶ Clearly, the SIT Tourism, Travel and Hospitality Training Package is relevant to the tourism industry, but also to the hospitality and events industries that serve the local clientele, who are not 'visitors'.

Events Coordination and Management

Finally, event coordination and management services are classified under 'Other Administrative Services' in the ANZSIC. This Training Package is relevant to event organisation and management by professional conference organisers, exhibition and event management companies, hospitality and cultural venues. Events are diverse in nature and the skills for coordination can apply to many types, including business events (conventions, meetings, seminars and incentive travel), festivals and arts-based events.

Key job roles, based on the ANZSCO, include Conference and Event Organisers.

Industry trends and issues

The following table outlines current industry and workforce issues and how they have been addressed within the SIT Tourism, Travel and Hospitality Training Package.

Industry and Work Issue	Training Package Response
Key industry skills Customer service, problem-solving and decision-making skills are key industry skills. Training is required in: - quality customer service - problem solving and decision making.	SIT includes a suite of customer service units, which are generally packaged in the core of qualifications designed for frontline service roles: - SITXCCS011 Interact with customers - SITXCCS014 Provide service to customers - SITXCCS015 Enhance customer service experiences - SITXCCS016 Develop and manage quality customer service practices. SIT includes three skill sets to equip individuals with communication and service skills: - SITSS00077 Customer Service Management - SITSS00078 Customer Service - SITSS00091 Service for International Visitors.
Attraction, retention and career paths Industry has problems with attracting and keeping the right staff: those with the right attitude to work in an industry where service is paramount. People no longer maintain a constant vertical career path within the one industry. They may engage in a variety of job roles across a range of industries or industry sectors. Training is required in:	The unit SITXHRM010 Recruit, select and induct staff provides skills tailored to the service industries. SIT contains a suite of cross-sector units that are written broadly to apply to all industry sectors. These provide for the acquisition of generic and transferable skills in product development, finances, sales, marketing, business and people management. Technical units, such as those for cookery, event and travel and tourism coordination, are also written

• good recruitment and induction processes • skills that are transferable across all industry sectors, business models and product styles.	broadly so they can apply to a range of product styles. Qualifications are structured to: • apply to different business models and product styles, allowing individuals to acquire skills that readily transfer to any type of operator, e.g., food, beverage and cooking skills for cafés, fine dining restaurants and clubs; tourism coordination skills tour wholesalers who deliver a range of products or tour operators that specialise in Indigenous, adventure or ecotourism. • allow credit transfer for those wishing to complete secondary qualifications to gain additional skills for different job roles and sectors, e.g., it is possible to gain credit towards an events qualification after a tourism qualification; a tourism qualification after a travel qualification; and a hospitality qualification after any of these qualifications. The flexible packaging of units and qualifications reflects the fact that people are likely to work in multiple industry job roles and sectors and require transferable skills. They are designed to encourage the retention of trained people within the tourism, travel and hospitality industry
Mentoring for retention Industry newcomers are often unaware of industry conditions and the significant service demands. If not properly encouraged to recognise and work with these demands, they are more likely to leave the industry. Training is required in mentoring skills.	SIT includes the following units and skill sets: • SITXHRM007 Coach others in job skills • SITXHRM009 Lead and manage people • SITXHRM012 Monitor staff performance • SITSS00087 Mentoring and Supervision • SITSS00067 Supervision of Cookery Apprentices.
Casual workforce and seasonality Some sectors of the workforce, especially hospitality, are characterised by a high casual workforce. The impact of peak and off-peak seasons in some tourism destinations is a major concern for many tourism, travel and hospitality businesses. Industry needs the right people with the right skills at the right time. Individuals need skills that are transferable across industry sectors, business models and product styles to: • create 'portfolio jobs' where they can work for a number of businesses in casual positions • readily re-locate to different regions to gain work when it is available	In SIT, flexible units and qualifications recognise that people are likely to work within multiple industry job roles and sectors and require transferable skills. They are designed to allow individuals to acquire skills that readily transfer to any type of operator and destination.
Online marketing and sales	SIT includes the following units and skill set:

Technology is having a major impact on how consumers obtain destination and product information and how industry markets and distributes it product. There are a number of implications:

- Consumers are well educated in destination and product knowledge or have the ability to readily research details. This means industry personnel need expert destination and product knowledge to answer detailed enquiries.
- The propensity of social media users to provide feedback, sometimes negative, is well known. Businesses need to manage feedback provided not only on their own social media page but on external review platforms.
- Tourism, travel and hospitality businesses are diversifying from traditional distribution models, including bricks and mortar travel agencies and reservation call centres, with a stronger online presence.

Training is required in:

- expert destination and product knowledge
- managing feedback and public complaints
- developing and maintaining website and social media platforms
- using online sales channels for receiving bookings and payments
- strategy and planning for online engagement
- risk management and crisis management for online engagement
- using social media for communication.

Attracting and servicing international visitors

Australia is now attracting more than six million international visitors a year and this custom is crucial to the success of the tourism and hospitality industry.

There are a number of implications:

- Tourism and hospitality operators need to engage in international marketing activities to maintain and grow international visitation.
- Products need to be tailored to meet the needs of different markets and the unique experiences some international visitors seek.
- The experience needs to match the promise of world class service, not only in major cities, but also in regional Australia.

Training is required in:

- SITTTVL001 Access and interpret product information
- SITTTVL002 Provide advice on international destinations
- SITTTVL003 Provide advice on Australian destinations
- SITSS00088 Online Engagement for Small Business.
It also includes the following imported units of competency:
- BSBMKG442 Conduct e-marketing communications
- BSBMKG552 Design and develop marketing communication plans
- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
- SIRXOSM003 Use social media and online tools
- SIRXOSM006 Develop and manage social media and online strategies
- SIRXOSM007 Manage risk to organisational reputation in an online setting.

In addition to a range of e-business units mentioned under the previous section addressing online marketing and sales, SIT includes the following marketing, product development, cultural awareness and language units:

- SITXMPR013 Participate in cooperative online marketing initiatives
- SITXMPR014 Develop and implement marketing strategies
- SITTPPD016 Research and analyse tourism data
- SITTPPD017 Develop tourism products
- SITTPPD019 Develop culturally appropriate tourism operations
- SITXCOM007 Show social and cultural sensitivity
- SITXLAN007 Conduct basic oral communication in a language other than English
- SITXLAN008 Conduct oral communication in a language other than English
- SITXLAN009 Read and write information in a language other than English.

- marketing and sales, especially via web and social media based platforms
- planning and product development
- cultural awareness and language skills.

It also includes the following imported units of competency:

- BSBMKG431 Assess marketing opportunities
- BSBMKG624 - Manage market research
- BSBESB404 - Market new business ventures.

Higher level qualifications have a focus on marketing and product development:

- SIT50122 Diploma of Travel and Tourism Management
- SIT50422 Diploma of Hospitality Management
- SIT60122 Advanced Diploma of Travel and Tourism Management
- SIT60222 Advanced Diploma of Event Management
- SIT60322 Advanced Diploma of Hospitality Management.

There are also three skill sets to equip individuals with skills to attract and service the international visitor market:

- SITSS00089 Product Development for International Visitor Markets
- SITSS00090 Product Sales for International Visitor Markets
- SITSS00091 Service for International Visitors.

Sustainability

Sustainability incorporates environmental, economic and social issues, and involves the following key issues for the tourism, travel and hospitality industry:

- industry personnel need to know about and participate in practices that minimise harm to the environment
- industry personnel at all levels should proactively contribute to positive social outcomes at work and to business profitability
- management practices are required to create profitable growing businesses, and to manage risk and crises, such as financial downturns and natural disasters.

Training is required in:

- environmentally sustainable practices
- practices to sustain positive social outcomes
- contributing to business profitability
- business, governance, financial, risk and crisis management.

Environmental, economic and social sustainability skills are explicitly embedded within SIT units of competency. They will be more evident in certain units, e.g., cookery units include a focus on techniques that minimise food wastage and environmental harm, sales and service units include a focus on maximising sales and contributing to profitability.

SIT includes the following specific units of competency:

- SITTPPD014 Coordinate and operate sustainable tourism activities
- SITTPPD018 Develop environmentally sustainable tourism operations
- SITTPPD019 Develop culturally appropriate tourism operations
- SITXCOM007 Show social and cultural sensitivity
- SITXCRI004 Manage a business continuity crisis
- SITXFIN012 Manage revenue.
- It also includes the following imported units of competency:
 - BSBTWK501 Lead diversity and inclusion
 - BSBFIN601 Manage organisational finances
 - BSBOPS601 Develop and implement business plans
 - BSBOPS504 Manage business risk

	• BSBESB401 Research and develop business plans • BSBSUS211 Participate in sustainable work practices • BSBSUS411 Implement and monitor environmentally sustainable work practices • BSBSUS511 Develop workplace policies and procedures for sustainability. Diploma and Advanced Diploma qualifications include units for sustainable business operation and there are several skill sets that equip individuals with relevant skills: • SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations • SITSS00081 Essential Business Skills for a Franchisee • SITSS00082 Essential Business Skills for a Restaurant Manager • SITSS00084 Governance for Board Members • SITSS00096 Understanding Financial Concepts for Budgeting.
Experiential tourism and specialist products Consumers want experiences and quality, diversity and novelty of experiences when travelling are key to customer satisfaction when engaging with the tourism, travel and hospitality industries. These experiential 'specialist products' include: • adventure and outdoor recreation activities • ecotourism • food and wine tourism • Indigenous tourism • wellness tourism • marine tourism • international cruises. Tourism operators need to understand this market need and have products for it. Training is required in both: • planning and product development • delivering quality products and services; particularly by food service providers, tour operators and their guides.	SIT includes the following planning and product development units: • SITTPPD013 Develop interpretive activities • SITTPPD014 Coordinate and operate sustainable tourism activities • SITTPPD015 Develop in-house recreational activities • SITTPPD017 Develop tourism products • SITTPPD018 Develop environmentally sustainable tourism operations • SITTPPD019 Develop culturally appropriate tourism operations • SITTTVL011 Provide specialist advice on cruises. SIT includes units relevant to food service providers: • SITHFAB032 Provide advice on Australian wines • SITHFAB033 Provide advice on imported wines • SITHFAB036 Provide advice on food • SITHFAB037 Provide advice on food and beverage matching • SITHFAB039 Manage the sale or service of wine • SITHKOP015 Design and cost menus. SIT includes a range of specialist units used by tour operators and guides: • SITTGDE013 Interpret aspects of local Australian Indigenous culture

- SITTGDE019 Research and share information on Australian Indigenous cultures
- SITTGDE020 Prepare specialised interpretive content on flora, fauna and landscape
- SITTGDE021 Prepare specialised interpretive content on marine environments
- SITTGDE022 Prepare specialised interpretive content on cultural and heritage environments
- SITTTOP010 Operate tours in a remote area.

The following qualifications focus on the coordination and delivery of experiential tours and allow importation of units relevant to the product style, e.g., adventure and outdoor recreation units:

- SIT10122 Certificate I in Tourism (Australian Indigenous Culture)
- SIT30125 Certificate III in Tourism
- SIT30322 Certificate III in Guiding
- SIT40125 Certificate IV in Travel and Tourism
- SIT40222 Certificate IV in Guiding.

Occupational outcomes of qualifications

Qualification	Outcome
SIT10122 Certificate I in Tourism (Australian Indigenous Culture)	This qualification reflects the role of individuals who participate in a range of routine and predictable tourism work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in a range of job roles in the tourism industry in organisations with an Indigenous focus. These include tour operators or operators of a site or cultural or heritage centre. Individuals may have a very specific role, as an Australian Indigenous person or other individual approved of by local elders to share aspects of their culture with visitors in a formal or informal way.
SIT10222 Certificate I in Hospitality	This qualification reflects the role of individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and are given clear directions to complete tasks. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.
SIT20125 Certificate II in Tourism	This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business. Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, in performing operational activities such as housekeeping, grounds maintenance and providing customer service, or a combination of these.
SIT20322 Certificate II in Hospitality	This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.
SIT20421 Certificate II in Cookery	This qualification reflects the role of individuals working in kitchens who use a defined and limited range of food preparation and cookery skills to prepare food and menu items. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification does not meet the requirements for trade recognition as a cook, but can provide a pathway towards achieving that. This qualification provides a pathway to work in kitchen operations in organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes, and coffee shops; and institutions such as aged care facilities, hospitals, prisons, and schools.
SIT30125 Certificate III in Tourism	This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and

	judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in many tourism industry sectors and for a diversity of employers including tour operators, inbound tour operators, visitor information centres, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business. This qualification allows for multi-skilling and for specialisation in office-based roles involving the planning and coordination of tourism services, in roles in the field where products are delivered or in performing operational activities such as housekeeping, grounds maintenance and providing customer service.
SIT30222 Certificate III in Travel	This qualification reflects the role of individuals who use a range of travel sales, technical and operational skills to coordinate travel services. Using discretion and judgement and a knowledge of the industry, they work with some independence or under limited supervision to plan and book travel, using policies and procedures to guide work activities. This qualification provides a pathway to work in the travel or tour wholesale sector for employers that specialise in leisure or corporate travel, event travel management, online travel agents and aggregators. Work could be undertaken in an office, shopfront or online or mobile environment.
SIT30322 Certificate III in Guiding	This qualification reflects the role of individuals who use a range of well-developed guiding skills combined with a substantial depth of subject matter knowledge to deliver tours. They work with some independence and under limited supervision using discretion and judgement to resolve problems. This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually work in particular areas or sites, including attractions, cultural and heritage sites, tourist precincts, marine and national parks, wineries, or on board day or extended cruise vessels.
SIT30522 Certificate III in Events	This qualification reflects the role of individuals who use a range of events administration or operational skills and knowledge to complete event-related work activities. Using discretion and judgement, they work with some independence under the guidance of more senior event personnel, using plans, policies and procedures to guide work activities. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries including the tourism and travel, hospitality, sport, cultural and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both.
SIT30622 Certificate III in Hospitality	This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

SIT30722 Certificate III in Hospitality (Restaurant Front of House)	This qualification reflects the role of individuals who have a range of well-developed front of house food and beverage service, and sales skills combined with sound product knowledge. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.
SIT30821 Certificate III in Commercial Cookery	This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook. This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.
SIT30921 Certificate III in Catering	This qualification reflects the role of individuals working in catering operations who use a range of cookery skills and sound knowledge of kitchen operations to prepare food items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification does not meet the requirements for trade recognition as a cook, but can provide a pathway towards achieving that.
SIT31021 Certificate III in Patisserie	This qualification reflects the role of pastry chefs who use a wide range of well-developed patisserie skills and sound knowledge of kitchen operations to produce patisserie products. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in various organisations where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafés and coffee shops.
SIT31121 Certificate III in Asian Cookery	This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare Asian food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work as a cook in organisations where Asian food is prepared and served, including restaurants, hotels, clubs, pubs and cafés.
SIT40125 Certificate IV in Travel and Tourism	This qualification reflects the role of skilled operators who use a broad range of travel or tourism skills and sound knowledge of industry operations to coordinate travel or tourism services. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many workers have supervisory responsibilities and plan, monitor and evaluate the work of team members. This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, holiday parks and resorts, tourist attractions, visitor information centres and other tourism businesses.

SIT40222 Certificate IV in Guiding	This qualification reflects the role of individuals who use a broad range of specialist guiding skills combined with a substantial depth of subject matter knowledge to deliver tours. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics. They are employed or contracted by inbound tour operators, outbound tour wholesalers, local tour operators, or they may be owner-operators of small tourism or travel businesses.
SIT40422 Certificate IV in Hospitality	This qualification reflects the role of skilled operators who use a broad range of hospitality service, sales or operational skills combined with supervisory skills and sound knowledge of industry operations to plan, monitor and evaluate the work of team members. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, food and beverage, and gaming.
SIT40521 Certificate IV in Kitchen Management	This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.
SIT40621 Certificate IV in Catering Management	This qualification reflects the role of individuals working in catering operations who have a supervisory or team leading role. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work 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.
SIT40721 Certificate IV in Patisserie	This qualification reflects the role of pastry chefs who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in various organisations where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafés, and coffee shops.
SIT40821 Certificate IV in Asian Cookery	This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in kitchens preparing Asian food. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations where Asian food is prepared and served, including restaurants, hotels, clubs, pubs, and cafés.
SIT50122 Diploma of Travel and Tourism Management	This qualification reflects the role of highly skilled senior operators who use a broad range of tourism or travel skills combined with managerial skills and sound knowledge of industry operations to coordinate travel or tourism

	operations. They operate independently, have responsibility for others, and make a range of operational business decisions. This qualification provides a pathway to work in many travel and tourism industry sectors as a departmental or small business manager. The diversity of employers includes travel agencies, tour wholesalers, tour operators, inbound tour operators, holiday parks and resorts, tourist attractions, visitor information centres, and other tourism businesses.
SIT50322 Diploma of Event Management	This qualification reflects the role of individuals who use a broad range of event-related skills and sound knowledge of event management processes to coordinate event operations. They operate independently and make operational event management decisions. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events. Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both.
SIT50422 Diploma of Hospitality Management	This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.
SIT60122 Advanced Diploma of Travel and Tourism Management	This qualification reflects the role of senior managers with advanced operational skills who use a broad range of travel or tourism skills, combined with specialised managerial skills and substantial knowledge of industry operations, to coordinate travel or tourism operations. They operate with significant autonomy and are responsible for making strategic business management and operational decisions. This qualification provides a pathway to work in many travel and tourism industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, inbound tour operators, tourist attractions, visitor information centres, and other tourism businesses.
SIT60222 Advanced Diploma of Event Management	This qualification reflects the role of individuals operating at a senior level who use a wide range of specialised managerial skills and substantial knowledge of event management processes to conceive, plan and stage events. They operate with significant autonomy and use commercial acumen to make strategic business and event management decisions. Events are diverse in nature and this qualification provides a pathway to work for event or exhibition organisations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors. The diversity of employers includes event or exhibition management companies, event venues, or organisations that organise their own events.

	Work could be undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged, or a combination of both.
SIT60322 Advanced Diploma of Hospitality Management	This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions. This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi- skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

QUALIFICATION ENTRY REQUIREMENTS

Entry requirements are the knowledge, skills or experience required to enter a qualification. They may be expressed as Units of Competency, qualifications or vocational outcomes and must be demonstrated prior to commencing the qualification.

Direct entry is allowed for all *SIT Tourism, Travel and Hospitality Training Package* qualifications.

The tourism, travel and hospitality industries, however, highly recommend that individuals complete the relevant Certificate III qualification and gain vocational experience in industry before progressing to a Certificate IV qualification. Certificate IV qualifications provide for the acquisition of more senior or supervisory skills. Industry has an expectation that people in supervisory roles would have gained workplace experience in operational duties before coordinating the duties of others.

Industry also strongly recommends that individuals complete the relevant Certificate III qualification and gain vocational experience in industry before progressing to a Diploma or Advanced Diploma. These higher-level qualifications provide for the acquisition of managerial skills at an operational and strategic level. Industry has an expectation that individuals would have gained workplace experience in operational duties before progressing to managerial roles of significant responsibility.

PATHWAYS ADVICE

Pathways into and from SIT qualifications

Individuals can exit each qualification to work in industry at a different level of technical expertise and responsibility. It is not, however, intended to imply that an individual will gain immediate employment at that level.

It is recognised that career paths are not always linear and that learners will choose a range of training pathways to meet their individual needs. The qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. Qualifications allow for various entry options and enable significant transfer between qualifications within and across each sector.

Pathways into and from qualifications in other training packages

Just as individuals can enter and exit qualifications in the SIT Training Package to work at various levels and across the various sectors, the inclusion of units imported from other Training Packages and the use of imported units under the flexible packaging arrangements in SIT qualifications allows for individuals to gain transferable skills that can provide opportunities to complete qualifications and work in different industry sectors.

RTOs must ensure, however, that the electives being imported in these circumstances are relevant and appropriate to the job role. For example, when looking at the job role of a “Guide”, the role is quite different when considering a Tour Guide in a gallery, museum or a tourist site who is relating information to customers in an environment that is set up for this purpose.

Compare this to an Outdoor Recreation Guide, who may assist customers in participating in activities that require a greater level of technical skill, for example abseiling, and usually take place in outdoor areas that may incorporate a greater level of risk, for example bushwalking or kayaking. RTOs must ensure that suitable electives, for example from the SIS Sport, Fitness and Recreation Training Package, are selected for those individuals wishing to work in these job roles. Or alternatively, using the example above, if an individual is looking to work as an Outdoor Recreation Guide, they may be advised to complete an appropriate qualification from the SIS Sport, Fitness and Recreation Training Package with electives imported from the SIT Training Package, if the main focus of the job role is guiding in outdoor recreation activities.

VET Delivered to Secondary School Students

SIT qualifications are designed to provide particular job outcomes at all AQF levels. All are regarded by the tourism, travel and hospitality industry as ‘pathway or preparatory’ study for other qualifications. For example, SIT20322 Certificate II in Hospitality provides for a variety of job outcomes that include bar attendant, porter and room attendant. Employers expect graduates with this qualification, and all SIT qualifications, to be ready to work and to be competent in the required skills. Delivery to secondary school students, therefore, must comply – in the same way as any other delivery – with the requirements outlined in the Training Package, including those for environments, equipment and assessors.

The following SIT Tourism, Travel and Hospitality Training Package qualifications are suitable for delivery to secondary school students:

- SIT10122 Certificate I in Tourism (Australian Indigenous Culture)
- SIT10222 Certificate I in Hospitality
- SIT20125 Certificate II in Tourism
- SIT20322 Certificate II in Hospitality
- SIT20421 Certificate II in Cookery

Part-time school-based apprenticeships and traineeships are delivered by RTOs in conjunction with on-the-job training provided by employers. This would be appropriate provided the requirements for the above qualifications can be met alongside the requirements for completion of the Senior Secondary Certificate of Education, e.g., HSC, VCE, WACE, etc.

Industry does not support the delivery of qualifications above Certificate II level to secondary school students, unless through a school-based apprenticeship or traineeship arrangement.

CREDIT ARRANGEMENTS

Articulation and credit arrangements from VET qualifications to higher education qualifications can be made on an individual basis by RTOs. Additionally, providers of higher education qualifications can decide what credit will be provided towards those qualifications without any specific arrangement.

Policy provides more details: <https://www.aqf.edu.au/publication/aqf-qualifications-pathways-policy> The AQF Qualifications Pathways. At this time there are no formal articulation pathways in place.

ACCESS AND EQUITY

Good vocational education and training, and assessment include making adjustments to meet the learning and assessment needs of individuals. An open mind, common sense and tailoring training and assessment to individual circumstances should ensure individuals achieve the standards employers and RTOs expect.

Adjustments can be made to assist learners to access and participate in vocational education and training. Adjustments are reasonable if they achieve this purpose and take into account factors such as the nature of the learner's ability and disability, the views of the learner, the potential effect of the adjustment on the learner and others, and the costs and benefits of making the adjustment.

Reasonable adjustments need only be that – reasonable. It is about identifying what adjustments might reasonably be made and how they may be put into place.

Assessment processes and techniques should be modified for distance-based learners, be culturally appropriate and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment.

FOUNDATION SKILLS

All units of competency in the SIT Tourism, Travel and Hospitality Training Package clearly describe the foundation skills that are essential to performance in the elements and performance criteria of the unit.

There is a distinction between 'core skills' and 'foundation skills' in Training Packages, which can be summarised as follows:

Core skills are those described in the ACSF: learning, numeracy, oral communication (speaking and listening), reading and writing.

Foundation skills is the term that the Australian Government uses in a number of different contexts, including vocational units of competency, to capture language, literacy and numeracy skills and employment skills.

FSK Foundation Skills Training Package

The FSK Foundation Skills Training Package allows RTOs to choose and deliver foundation skills Units of Competency, qualifications and Skill Sets that will enable learners to build the specific foundation skills they need to achieve vocational competency.

Foundation skills units provide additional information about the types of language, literacy and numeracy skills that are needed to meet the requirements of vocational units.

The Training Package can be downloaded from www.training.gov.au.

HEALTH AND SAFETY IMPLICATIONS IN THE INDUSTRY

Work in the tourism, travel and hospitality industry is diverse and involves varied environments and equipment. Particular risks to health and safety are as follows

For frontline service personnel in hotels, pubs, taverns and clubs, injury from:

- violent robberies
- aggressive or intoxicated customers.

For those working in kitchens, injury and illness from:

- using hot stoves, ovens, deep fryers and dishwashers (burns)
- using knives and slicing machines (cuts and abrasions)
- slips, trips and falls from wet floors
- lifting, shifting and moving heavy pots, pans, stock and kitchen waste
- inhaling and ingesting, and skin and eye contact with, hazardous cleaning substances
- exposure to hot and cold environments, e.g., cool rooms.

For those working in bars and cellars, injury and illness from:

- using glass-washers (burns)
- using knives (cuts and abrasions)
- slips, trips and falls from wet floors
- lifting, shifting and moving heavy stock and bar waste

- inhaling and ingesting, and skin and eye contact with, hazardous cleaning substances
- inert gases and gas leaks in confined spaces.

For those working in grounds and facility maintenance, injury or illness from:

- use of power tools and heavy mechanical equipment (burns, cuts, abrasions and electric shock)
- lifting, shifting and moving heavy items and waste
- inhaling and ingesting, and skin and eye contact with, hazardous chemicals and cleaning substances
- exposure to extreme heat or cold.

For those working in tourism delivery (attractions, guiding, tour operations), injury or illness from:

- ride, vehicle, aircraft or vessel accidents
- accidents associated with outdoor recreation equipment or activities
- lifting, shifting and moving heavy items, such as luggage and camping equipment
- exposure to extreme heat and cold, storms, floods and bushfires
- wild animals and local wildlife.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- following procedures to manage risks
- providing suitable personal protective equipment
- work health and safety induction and training
- involving learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Each qualification in the *SIT Tourism, Travel and Hospitality Training Package* contains work health and safety unit(s) of competency requiring learners to achieve skills and knowledge to participate in, implement or manage safe work practices as appropriate to the qualification and job outcome. It is recommended that RTOs integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

The *SIT Tourism, Travel and Hospitality Training Package* includes the following work health and safety (WHS) units of competency:

- SITXWHS005 Participate in safe work practices
- SITXWHS006 Identify hazards, assess and control safety risks
- SITXWHS007 Implement and monitor work health and safety practices
- SITXWHS008 Establish and maintain a work health and safety system.

RESOURCES AND EQUIPMENT RELEVANT TO THE TRAINING PACKAGE

The assessment requirements for each unit of competency specify the equipment and other resources that must be provided by the RTO for assessment. This information is also relevant to delivery and is found in the Assessment Conditions field, which specifies:

- where the assessment must take place, the physical environment, e.g., an operational commercial bar, and indicates whether a simulated environment is appropriate
- what equipment must be provided for assessment, e.g., the fixtures and large and small equipment required to operate, for example, a bar
- what types of consumable resources or stock must be provided for assessment; e.g., commercial range of alcoholic and non-alcoholic beverages for a bar
- what workplace documentation must be provided, e.g., bar menus, wine lists, or cocktail recipes used in a bar
- if relevant, other people who must be present during assessment, e.g., customers with whom the bar attendant must interact.

Simulation

Simulation, set up for the purpose of assessment, involves two components:

- simulated environments
- simulated activities.

Some SIT units require a defined number of “service periods” as a part of the performance evidence in the assessment requirements. It is noted service periods do not necessarily align with shifts worked.

A service period for the purposes of assessment must include:

- start/set-up
- provision of service
- close/pack-down

The activities involved in the above will vary, depending on the context of the work skill being assessed in the unit of competency.

For example, a “service period” in a cookery environment such as a restaurant, may be a breakfast service, lunch service or dinner service. A “shift” worked in a restaurant relates to the number of hours worked and may incorporate one or more of these service periods. A learner may work an eight hour shift from 7.00am to 3.00pm, that incorporates a breakfast service and a lunch service and although this is one “shift” worked, it may be recorded as two service periods for the purpose of assessment. However, the two service periods must be clearly defined and the start/set-up and finish/close of each service period must be clearly identified.

A “peak” service period is one that experiences high or maximum rates of activity. This may be customers served, meals prepared, rooms cleaned, etc. For example, in a coffee shop, this may be the “morning rush” where there is a high number of customers having breakfast or purchasing a coffee on the way to work, as opposed to a mid afternoon period where the number of customers is fewer and business is slower. For a hotel housekeeper this may be the period after checkout where the vacated rooms have to be cleaned in preparation for the next guests to check in that afternoon.

The reason that the inclusion of peak service periods in training and assessment is necessary, is to ensure that graduates are able to operate competently and perform job tasks when they are under realistic industry conditions and timeframes, such as a busy, high pressure peak service period.

Simulated environments for assessment

Because assessment in the workplace is not always possible, each SIT unit of competency allows assessment to be conducted in a simulated environment. Whenever a simulated assessment is conducted it is essential that the environment is as realistic as possible.

Assessment must be conducted in the specified environment using the equipment and resources mandated in the Assessment Conditions field of the Assessment Requirements. This involves:

- using the appropriate environment, for example an operational touring environment, an operational accommodation environment, an operational commercial kitchen, or an operational events context
- providing current equipment and technology: that which is typically available in a modern tourism, travel or hospitality business
- providing a diverse, comprehensive and commercially realistic range of consumable resources or stock
- providing workplace documents currently used in industry: those that are typically available in a tourism, travel or hospitality business, including items such as policies, procedures, product manuals, plans, and report templates
- providing sufficient numbers of equipment and resources to service the assessment needs of each learner; sharing and “taking turns” using inadequate numbers leads to down-time for tasks and does not allow learners to demonstrate their capacity to work within commercial speed, timing and productivity timeframes
- ensuring that other required people are present, e.g., customers or team members.

Simulated workplace activities for assessment

The tourism, travel and hospitality industries highly value graduates who are ready to work in their businesses because they have been exposed to industry conditions. Whenever a simulated assessment activity is conducted it is essential that industry-relevant conditions are provided; those as close to a real work situation as possible.

This can involve:

- providing sufficient customer traffic that allows:
 - prioritisation of tasks so that customers are served effectively in a logical sequence
 - learners to deal with multiple sales, service or operational tasks simultaneously
- integrating multiple competencies that an individual would naturally complete simultaneously as part of:
 - their job function
 - learners working and communicating with multiple and varied team members, supervisors, managers and customers, including difficult ones
- requiring learners to work with commercial speed, timing and productivity
- building in a time and efficiency imperative, which might include:
 - deadlines for certain tasks
 - a number of items that must be produced within a set timeframe
 - a number of tasks that must be handled simultaneously
- expecting learners to deal with multiple and varied problems and prioritise competing tasks in given timeframes incorporating interruptions to work, typical of the workplace.
- integrating health and safety issues, employment skills and compliance demands
- incorporating requirements to use the appropriate level of language, literacy and numeracy required by the work tasks asking learners practically oriented, applied knowledge questions.

To ensure that realistic simulation of workplace activities can take place during assessment, RTOs should, as is required by the Standards for RTOs, ensure that industry is involved in the validation of training and assessment resources.

Assessment must be contextualised to the relevant industry sector and job role, for example, SITTTVL006 Book tourism products and process documentation, contains Knowledge Evidence covering different methods that customers use to make reservations, the customer details that are required and sources of this information and the various supplier payment actions that may be undertaken. In the case of a travel consultant, this would include detail such as the following:

- different methods customers use to make reservations:
 - email
 - face to face
 - telephone
 - online
- customer details required for booking products and services and processing documentation and sources of this information:
 - address for delivery of documents
 - age
 - agent details
 - date required for delivery of documents
 - name
 - special requirements to be noted on documents
- supplier payment actions:
 - issuing an electronic miscellaneous document (EMD)
 - reviewing internal orders
 - requesting approval for payment
 - self-administering payments
 - sending payment to supplier

While the units contain Knowledge Evidence points that are flexible enough to be contextualised to a range of industry sectors, RTOs should ensure that they work with industry stakeholders to ensure that the detail included in training and assessment undertaken is relevant to the sector and job role of the learner.

Integrated (holistic) assessment

Holistic assessment brings together a number of units of competency, relevant to the business type, workplace and job role, that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of units of competency together. Industry sees this

realistic approach as essential for both delivery and assessment.

Related units of competency can be grouped together in a number of combinations for a logical integrated assessment. Any units of competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The combination must be identified by the assessor to support the needs of industry businesses and job functions.

Further, tasks within the performance evidence requirements of units of competency should be assessed in an integrated manner.

For example, the performance evidence of SITHCCC035 Prepare poultry dishes states:

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow standard recipes to prepare at least six finished poultry dishes using each of the following items at least once:
 - chicken
 - duck
 - feathered game
 - poultry offal
- use each of the following poultry preparation techniques at least once when preparing above poultry dishes:
 - barding
 - brining
 - de boning
 - wet and dry marinating
 - rolling
 - trussing
 - soaking
 - stuffing
 - trimming
- use each of the following cookery methods at least once when preparing the above poultry dishes:
 - braising
 - deep frying
 - grilling
 - poaching
 - roasting
 - sautéing
 - sous vide
 - stewing
- prepare, plate and present two portions of each of the six finished dishes above:
 - within commercial time constraints and deadlines
 - following procedures for portion control and food safety practices when handling and storing poultry
 - responding to at least one special customer request.

In the above example, two portions of six finished dishes are required to be prepared (2 x 6 = 12 portions in total).

Four types of poultry are specified and must be used at least once when preparing the six dishes. This will mean that one or more types will need to be used more than once across the six dishes, e.g., 2 chicken dishes and 2 duck dishes.

Ten preparation techniques are specified and must be used at least once when preparing the six dishes. This will mean that for one or more dishes, more than one preparation technique must be incorporated and demonstrated, e.g., one dish that demonstrates the two techniques of deboning and stuffing would satisfy the requirement to demonstrate two of the techniques on the list.

Eight cookery methods are specified and must be used at least once when preparing the six dishes. This will mean that for one or more dishes, more than one cookery method must be incorporated and demonstrated, e.g., one dish that demonstrates the two methods of braising and roasting would satisfy the requirement to demonstrate two of the cookery methods on the list.

Assessor requirements

Assessors must meet certain requirements to assess units of competency in the SIT Tourism, Travel and Hospitality Training Package. These requirements align to the Standards for Registered Training Organisations. They also prescribe specific industry requirements to ensure that assessors have the correct vocational competency (occupational experience) to assess individuals against industry's standards.

SIT defines the requirements to be met by assessors on a unit by unit basis. Information is found in the Assessment Conditions field within the assessment requirements associated with each unit of competency. Requirements vary across units because they are tailored to the specific unit.

An example from SITEEVT022 Provide event production support:

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

The Standards for Registered Training Organisations nominate that assessors must have:

- vocational competencies at least to the level being delivered and assessed; and
- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment; and
- the appropriate assessor qualification or skill set.

This requires assessors to have the relevant vocational competencies for the units of competency they are assessing. For the tourism, travel and hospitality industries, vocational competency means that assessors must have relevant industry experience in the unit to fully understand the unit's workplace requirements and apply them to assessment.

In the above example, SIT defines this as having worked in industry for at least three years where they have applied the skills and knowledge contained in the unit of competency. This does not have to be in the events industry per se, as it is recognised that these skills could be gained when working in events, but likewise could be gained in other industries or sectors, such as venue management.

For commercial cookery units, the requirements have been determined on a unit by unit basis, e.g., in SITHCCC034 Work effectively in a commercial kitchen the Assessor Requirements specify that:

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and:

- have achieved the Certificate III or Certificate IV in Commercial Cookery, or Certificate III or IV in Catering Operations, or Certificate III or IV in Patisserie, or their successors; or
- hold a trade certificate as a cook or chef or equivalent;

AND

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

This requirement is essential in terms of ensuring that assessors have relevant industry experience to fully understand the unit's workplace requirements and apply them to assessment. The inclusion of the range of qualifications or their successors and the option for an assessor to hold a trade certificate or equivalent provides flexibility for individuals with a range of industry qualifications and experience to become assessors. It also allows for cooks or chefs who may have attained their qualifications overseas and subsequently moved to Australia, to be able to undertake the role of an assessor, as long as they have a trade certificate or equivalent.

Currency of vocational competence, as required by the Standards for Registered Training Organisations, is crucial to the success of assessment outcomes for the tourism, travel and hospitality industries. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational

practice, and knowledge of what workplace equipment is currently used so that assessments reflect up-to-date workplace practice.

In some cases, RTOs may elect to use a collaborative approach to assessment, in order to meet the requirements for industry skills and knowledge and training and assessment competencies required under the assessor requirements.

Co-assessment allows for an individual who meets the three year industry experience requirement found in some SIT units to assess in collaboration with an individual who holds the necessary training and assessment qualifications and competencies under the Standards for Registered Training Organisations. Co-assessment requires both the industry party and the assessor party to work together to collect the evidence to determine competence. The final determination of competence is made by the qualified assessor, who determines that the evidence collected is valid and sufficient to meet the assessment requirement.

Co-assessment may involve the parties gathering the evidence in a face-to-face environment, for example when a learner is completing mandated service periods required in the performance evidence of a unit of competency, or it may involve one party sending evidence to the other for consideration.

It is important, when considering a co-assessment model, that the assessment tools used are explicit in terms of the requirements for evidence and that these requirements are explained in detail to those using them to gather the evidence of competence.

LEGAL CONSIDERATIONS FOR LEARNERS IN THE WORKPLACE / ON PLACEMENTS

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the Fair Work Act 2009, a vocational placement is a working arrangement where all of the following apply:

- the worker may not be paid a wage (if the worker is an employee they are entitled to pay and conditions under the Fair Work Act)
- it is a requirement of an Australian-based education or training course
- it is authorised under a law or administrative arrangement of the Commonwealth, or a State or Territory.
- A learner in an arrangement that meets all of the above criteria is not covered by the Fair Work Act; and is not entitled to the minimum wages and other entitlements provided in the National Employment Standards and any applicable modern awards or agreement.

Refer: <https://www.fairwork.gov.au/pay/unpaid-work/student-placements>

Learners engaged as trainees or apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under work health and safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

Individuals in the workplace, including learners, cannot be involved in the sale or service of alcohol or the provision of gambling services until they are 18 years old.

DISCLAIMER: TRAINING PACKAGE HISTORIC CHANGES MAPPING

SaCSA is undertaking work to complete the full mapping of changes actioned by previous training package developers. Future versions of the SIT Companion Volume Implementation Guide will include this full SIT training package history.

APPENDIX A: QUALIFICATION MAPPING

SIT Release 3.0	Qualification Release	Mapping	Equivalency	Mapping Information
SIT20125 Certificate II in Tourism	1	Supersedes SIT20122 Certificate II in Tourism	Not equivalent	All superseded imported units have been replaced with the most current unit. Replaced units include some which form part of a specialisation within the qualification, but have been identified as non-equivalent by the relevant JSC.
SIT30125 Certificate III in Tourism	1	Supersedes SIT30122 Certificate III in Tourism	Not equivalent	All superseded imported units have been replaced with the most current unit. Replaced units include some which form part of a specialisation within the qualification, but have been identified as non-equivalent by the relevant JSC.
SIT30322 Certificate III in Guiding	2	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.
SIT31121 Certificate III in Asian Cookery	2	Not applicable	Equivalent	Adding an elective unit of competency to the qualification
SIT40125 Certificate IV in Travel and Tourism	1	Supersedes SIT40122 Certificate IV in Travel and Tourism	Not equivalent	All superseded imported units have been replaced with the most current unit. Replaced units include some which form part of a specialisation within the qualification, but have been identified as non-equivalent by the relevant JSC.
SIT40621 Certificate IV in Catering Management	2	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.

APPENDIX B: SKILL SET MAPPING

SIT Release 3.0	Skill Set Release	Mapping	Equivalency	Mapping Information
SITSS00067 Supervision of Cookery Apprentices Skill Set	2	Not applicable	Not equivalent	All superseded imported units have been replaced with the most current unit.

APPENDIX C: UNIT OF COMPETENCY MAPPING

SIT Release 3.0 does not include any changes to SIT units of competency