



Australian Government

SITSS00021 Mentoring and Supervision

Release: 1

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Modification History

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

Version	Comments
1.0	New skill set.

Description

Not applicable.

Pathways Information

Achievement of these units provides credit towards a number of tourism, travel and hospitality Certificate IV and Diploma qualifications.

Licensing/Regulatory Information

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

Skill Set Requirements

Units	Unit Code	Unit Title
	SITXCOM401	Manage conflict
	SITXHRM301	Coach others in job skills
	SITXHRM402	Lead and manage people
	SITXMGT401	Monitor work operations

Target Group

Tourism, travel and hospitality personnel who have achieved frontline operational skills and now require mentoring and supervisory skills.

Suggested words for Statement of Attainment

These units of competency from the SIT12 Tourism, Travel and Hospitality Training provide a set of mentoring and supervisory skills to work in any industry sector.