



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

SIT Tourism, Travel and Hospitality Training Package V2.0

Companion Volume Implementation Guide

Contents

Training package modification history	4
Introduction	7
Quality assurance of companion guides	7
1.0 Overview information	8
1.1 Tourism Travel and Hospitality Industry Reference Committee	8
1.2 SIT Qualifications	8
1.3 SIT Skill sets	10
1.4 SIT units of competency and prerequisites	11
1.4.1 Prerequisites	11
1.4.2 Imported units of competency	11
1.5 Version mapping information	11
2.0 Key industry work and training requirements	13
2.1 Overview of the tourism, travel and hospitality industry	13
2.2 Industry Sectors	14
2.2.1 Industry trends and issues	15
3.0 Pathways information	22
3.1 Occupational outcomes for each SIT qualification	22
3.2 Qualification pathways	31
3.2.1 Credit arrangements for higher education qualifications	31
3.3 Pathways into and from SIT qualifications	31
3.3.1 SIT qualification pathways	33
3.3.2 Entry requirements for SIT qualifications	34
3.4 Pathways into and from qualifications in other Training Packages	34
3.5 Qualifications suited to VET delivered to secondary school students	34
4.0 Regulatory and industry accreditation information	36
4.1 General laws	36
4.2 Laws that specifically apply to the tourism, travel and hospitality industry	36
4.3 Occupational certification requirements for the tourism, travel and hospitality industry	37
5.0 Health and safety implications for the tourism, travel and hospitality industries	41
5.1 Legal considerations for learners in the workplace or on placements	42
6.0 Implementation information to assist users	43
6.1 Resources and equipment	43
6.2 Simulation	43
6.2.1 Simulated environments for assessment	44
6.2.2 Simulated workplace activities for assessment	44
6.3 Integrated (holistic) assessment	45
6.4 Assessor requirements	47
6.5 Access and equity considerations	48
6.6 Reasonable adjustment	49
6.7 Foundation skills	49
Links	51
General	51

State and Territory Training Authorities	51
Appendix A: SIT Units of competency and prerequisites	52
Appendix B: Imported units of competency and prerequisites	64
Appendix C: Version 2.0 Mapping Information.....	70
Determination of equivalence.....	70
Qualification mapping SIT V1.2 to SIT V2.0.....	70
Skill Set mapping SIT V1.2 to SIT V2.0	75
Unit of competency mapping SIT V1.2 to SIT V2.0.....	77
Appendix D: Packaging of Units in SIT Qualifications	97

Training package modification history

The table tracks modifications to training package products in the *SIT Tourism, Travel and Hospitality Training Package* made after the initial release.

Please check that you are using the current version of the *SIT Tourism, Travel and Hospitality Training Package* by accessing information from training.gov.au.

Table 1: Training package version control at time of publication

Version	Status	Release Date	Comments
2.0	Current	10 June 2022	Major Update. Release 2.0 of the SIT Tourism, Travel and Hospital Training Package. 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 • 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 • 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 • 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

Version	Status	Release Date	Comments
			• 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.
1.2	Superseded	19 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	Superseded	1 April 2016	Minor upgrade Update of imported SIR units
1.0	Superseded	03 March 2016	Primary release – replaces SIT12 Tourism, Travel and Hospitality Training Package V2.0

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10 June 2022

Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the implementation of the SIT Tourism, Travel and Hospitality Training Package.

Training packages consist of endorsed and non-endorsed components that are developed to comply with the *Standards for Training Packages 2012*. Endorsed components must be submitted for approval by the Australian Industry and Skills Committee before they are released for use.

Endorsed components can include:

- units of competency which specify the standard of performance required in the workplace
- assessment requirements (associated with each unit of competency)
- qualifications that are consistent with the Australian Qualifications Framework specifications
- credit arrangements which specify any arrangements between training package qualifications and higher education qualifications.

Non-endorsed components can include:

- a quality assured Companion Volume Implementation Guide (Implementation Guide)
- other quality assured guides to assist users
- skill sets.

Quality assurance of companion guides

This Implementation Guide contains some mandatory content such as lists of units and their prerequisites. Other content is informed by consultation processes with industry representatives, trainers, assessors, and project reference committees so that information is relevant and useful to all users of the training package.

The content is reviewed by the Industry Reference Committee (IRC), editors, and State and Territory Training Authorities before publication. Implementation Guides are reviewed and updated in response to ongoing feedback received by SkillsIQ, subject to IRC approval.

1.0 Overview information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver the *SIT Tourism, Travel and Hospitality Training Package*. It provides advice about the structure and content of the training package, its key features and specific information applicable to implementation.

1.1 Tourism Travel and Hospitality Industry Reference Committee

SkillsIQ was appointed as the Skills Service Organisation (SSO) to support the Tourism, Travel and Hospitality Industry Reference Committee (IRC) in their oversight of the SIT Tourism Travel and Hospitality Training Package.

This Companion Volume Implementation Guide (CVIG) has been prepared by SkillsIQ on behalf of the Tourism, Travel and Hospitality IRC Industry Reference Committee (IRC), for the Australian Industry and Skills Committee (AISC).

1.2 SIT Qualifications

Qualifications are created by combining units of competency into groups which provide skill outcomes meaningful in the workplace for different job roles, and aligning those groups of competencies to qualification levels consistent with the specifications nominated in the Australian Qualifications Framework (AQF).

Qualifications therefore:

- represent key industry functions directly related to occupational positions in the industry
- are a framework, not a course.

Table 2: List of qualifications in the SIT Tourism, Travel and Hospitality Training Package

Qualification Code	Qualification Title
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
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
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
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

1.3 SIT Skill sets

Skill sets contained within a training package, are a group of units of competency that provide a specific array of skills that are able to be gained outside of a qualification. They can be:

- a group of skills that link to a licensing or regulatory requirement
- a group of skills that can link to a defined industry need; these could comprise a set of units to upskill workers and can be thought of as a short upskilling course
- a set of units linked to a defined industry need where a whole qualification is not required; workers just need a very specific array of skills.

A skill set can comprise a single unit of competency.

Table 3: List of skill sets within the SIT Tourism, Travel and Hospitality Training Package

Skill Set Code	Skill Set Title
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

Skill Set Code	Skill Set Title
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

1.4 SIT units of competency and prerequisites

Units of competency are developed by industry to meet the skill needs of industry. Each unit of competency identifies a discrete workplace skill and includes the knowledge that underpins competency. Units of competency therefore:

- are statements about the skills and knowledge required for effective performance in a particular job function
- describe work outcomes, not training input or modular ways of delivering training
- logically describe stand-alone skills which are used in a work situation
- can be combined together in groups which align to work functions and job roles.

1.4.1 Prerequisites

A prerequisite is a unit of competency in which the individual must be deemed competent prior to the determination of competency in another unit. Prerequisites are applicable when competency cannot be achieved in a given unit of competency without first gaining essential knowledge and skills from other unit(s) of competency.

Prerequisites have been nominated in some SIT units of competency. This relates in the most part to licensing and regulatory requirements, for example responsible service of alcohol, responsible conduct of gambling and food safety.

Apart from licensing and regulatory requirements, prerequisites have been kept to a minimum. This avoids a mandatory “lock-step” approach to training and assessment. Nomination of multiple prerequisites reduces flexibility, may create challenges for holistic delivery, and can force all RTOs to sequence delivery in the same way, despite diverse course content, learner and industry needs.

1.4.2 Imported units of competency

In addition to units developed specifically for the tourism, travel and hospitality industry, qualifications contain a range of units imported from other training packages. These have been selected because of their applicability to industry job roles.

1.5 Version mapping information

Table 4: The following information is contained within appendices to this Implementation Guide:

SIT Units of competency and prerequisites	Appendix A
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Imported units of competency and prerequisites	Appendix B
Version 2.0 Mapping Information	Appendix C

2.0 Key industry work and training requirements

2.1 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)¹ 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.

An outline of these industries is shown below in Figure 1. 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.

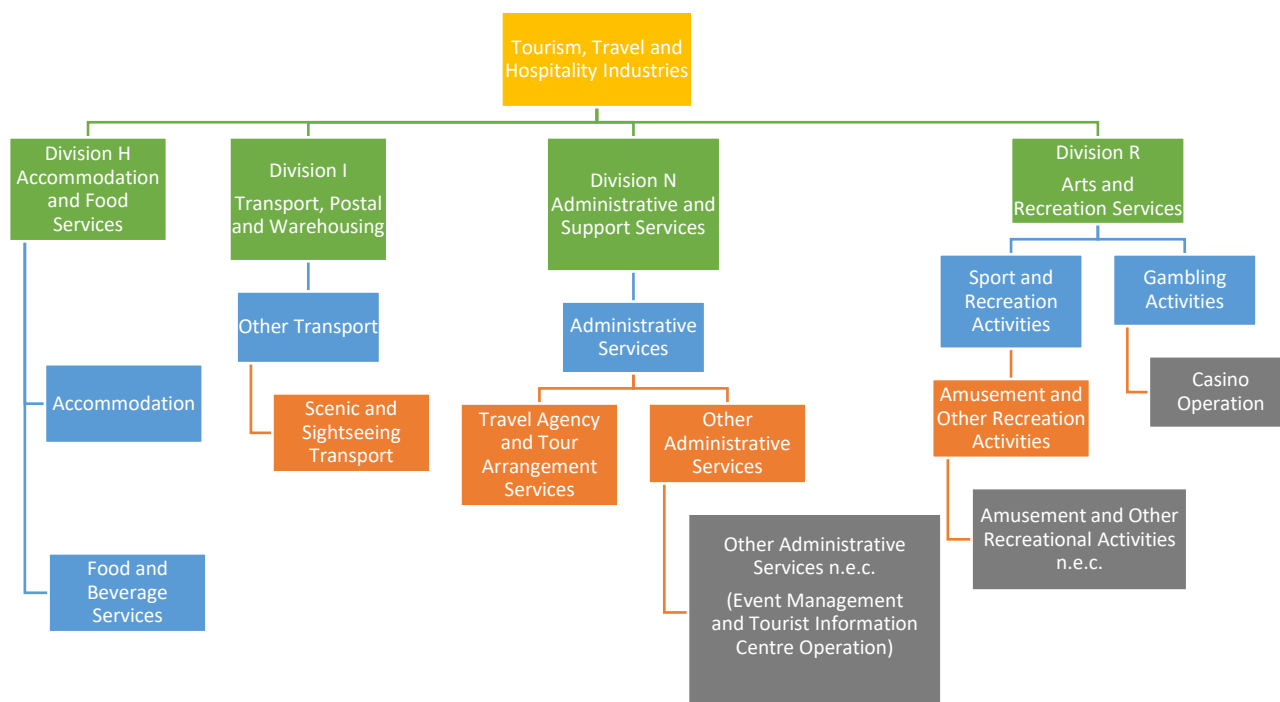
Prior to the COVID-19 pandemic impacting Australia's economy, the tourism, travel and hospitality industry was estimated to employ over one million workers,² with the tourism sector alone representing 666,000 workers (2018-19).³ Whilst the impact of restrictions and lockdowns imposed across the country due to COVID-19 are currently ongoing, the industry is expected to be a driving element to supporting Australia's economy recovery and growth.

¹ Australian Bureau of Statistics (ABS), 2013, *Australia and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0)*, Cat. no. 1292.0, Canberra.

² SkillsIQ. *2019 Tourism, Travel and Hospitality Industry Reference Committee Industry Skills Forecast* [Available at: <https://www.skillsiq.com.au/site/DefaultSite/filesystem/documents/Industry-Skills-Forecasts-June2017/2019%20Final%20ISFs/2019%20Industry%20Skills%20Forecast%20Tourism,%20Travel%20and%20Hospitality%20IRC%20Web.pdf>]

³ Australian National Accounts: Tourism Satellite Account 2018-19: Summary of Key Results, Tourism Research Australia, Canberra.

Figure 1: The tourism, travel and hospitality industries



Source: Adapted from Australian Bureau of Statistics (ABS), 2008, *Australia and New Zealand Standard Industrial Classification (ANZSIC)*, Cat. no. 1292.0

2.2 Industry Sectors

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](#)

⁴ Australian Bureau of Statistics (ABS), 2013, *Australia and New Zealand Standard Classification of Occupations (ANZSCO)*, 2013, Version 1.2, Cat. no. 1220.0, Canberra.

- [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](#)

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, 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](#)

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](#)

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'.

2.2.1 Industry trends and issues

A number of Tourism, Travel and Hospitality IRC Industry Skills Forecasts have informed the development of qualifications, skills sets and units of competency in this training package. The industry skills forecast identify, trends, current and emerging factors that impact the skills needs in industry.

[CLICK HERE](#) to download the 2017 Tourism, Travel and Hospitality IRC Industry Skills Forecast.

[CLICK HERE](#) to download the 2018 Tourism, Travel and Hospitality IRC Industry Skills Forecast.

⁵ Australian Bureau of Statistics (ABS), 2014, *Australian National Accounts: Tourism Satellite Account, 2013-14*, Cat. no. 5249.0, Canberra.

⁶ Ibid.

[CLICK HERE](#) to download the 2019 Tourism, Travel and Hospitality IRC Industry Skills Forecast.

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: • <i>SITXCCS011 Interact with customers</i> • <i>SITXCCS014 Provide service to customers</i> • <i>SITXCCS015 Enhance customer service experiences</i> • <i>SITXCCS016 Develop and manage quality customer service practices.</i> SIT includes three skill sets to equip individuals with communication and service skills: • <i>SITSS00077 Customer Service Management</i> • <i>SITSS00078 Customer Service</i> • <i>SITSS00091 Service for International Visitors.</i>
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: • good recruitment and induction processes • skills that are transferable across all industry sectors, business models and product styles.	The unit <i>SITXHRM010 Recruit, select and induct staff</i> 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 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 for tour wholesalers who deliver a range of products or tour operators that specialise in Indigenous, adventure or ecotourism.

Industry and Work Issue	Training Package Response
	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: <i>SITXHRM007 Coach others in job skills</i> <i>SITXHRM009 Lead and manage people</i> <i>SITXHRM012 Monitor staff performance</i> <i>SITSS00087 Mentoring and Supervision</i> <i>SITSS00067 Supervision of Cookery Apprentices.</i>
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.

Industry and Work Issue	Training Package Response
Online marketing and sales Technology is having a major impact on how consumers obtain destination and product information and how industry markets and distributes its 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.	SIT includes the following units and skill set: • <i>SITTTVL001 Access and interpret product information</i> • <i>SITTTVL002 Provide advice on international destinations</i> • <i>SITTTVL003 Provide advice on Australian destinations</i> • <i>SITSS00088 Online Engagement for Small Business.</i> It also includes the following imported units of competency: • <i>BSBMKG442 Conduct e-marketing communications</i> • <i>BSBMKG552 Design and develop marketing communication plans</i> • <i>SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms</i> • <i>SIRXOSM003 Use social media and online tools</i> • <i>SIRXOSM006 Develop and manage social media and online strategies</i> • <i>SIRXOSM007 Manage risk to organisational reputation in an online setting.</i>

Industry and Work Issue	Training Package Response
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: • marketing and sales, especially via web and social media based platforms • planning and product development • cultural awareness and language skills.	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: • <i>SITXMPR013 Participate in cooperative online marketing initiatives</i> • <i>SITXMPR014 Develop and implement marketing strategies</i> • <i>SITTPPD016 Research and analyse tourism data</i> • <i>SITTPPD017 Develop tourism products</i> • <i>SITTPPD019 Develop culturally appropriate tourism operations</i> • <i>SITXCOM007 Show social and cultural sensitivity</i> • <i>SITXLAN007 Conduct basic oral communication in a language other than English</i> • <i>SITXLAN008 Conduct oral communication in a language other than English</i> • <i>SITXLAN009 Read and write information in a language other than English.</i> It also includes the following imported units of competency: • <i>BSBMKG431 Assess marketing opportunities</i> • <i>BSBMKG624 - Manage market research</i> • <i>BSBESB404 - Market new business ventures.</i> Higher level qualifications have a focus on marketing and product development: • <i>SIT50122 Diploma of Travel and Tourism Management</i> • <i>SIT50422 Diploma of Hospitality Management</i> • <i>SIT60122 Advanced Diploma of Travel and Tourism Management</i> • <i>SIT60222 Advanced Diploma of Event Management</i> • <i>SIT60322 Advanced Diploma of Hospitality Management.</i> There are also three skill sets to equip individuals with skills to attract and service the international visitor market: • <i>SITSS00089 Product Development for International Visitor Markets</i> • <i>SITSS00090 Product Sales for International Visitor Markets</i> • <i>SITSS00091 Service for International Visitors.</i>

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: • <i>SITTPPD014 Coordinate and operate sustainable tourism activities</i> • <i>SITTPPD018 Develop environmentally sustainable tourism operations</i> • <i>SITTPPD019 Develop culturally appropriate tourism operations</i> • <i>SITXCOM007 Show social and cultural sensitivity</i> • <i>SITXCRI004 Manage a business continuity crisis</i> • <i>SITXFIN012 Manage revenue.</i> It also includes the following imported units of competency: • <i>BSBTWK501 Lead diversity and inclusion</i> • <i>BSBFIN601 Manage organisational finances</i> • <i>BSBOPS601 Develop and implement business plans</i> • <i>BSBOPS504 Manage business risk</i> • <i>BSBESB401 Research and develop business plans</i> • <i>BSBSUS211 Participate in sustainable work practices</i> • <i>BSBSUS411 Implement and monitor environmentally sustainable work practices</i> • <i>BSBSUS511 Develop workplace policies and procedures for sustainability.</i> Diploma and Advanced Diploma qualifications include units for sustainable business operation and there are several skill sets that equip individuals with relevant skills: • <i>SITSS00076 Business Management</i> • <i>SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations</i> • <i>SITSS00081 Essential Business Skills for a Franchisee</i> • <i>SITSS00082 Essential Business Skills for a Restaurant Manager</i> • <i>SITSS00084 Governance for Board Members</i> • <i>SITSS00096 Understanding Financial Concepts for Budgeting.</i>
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Industry and Work Issue	Training Package Response
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: • <i>SITTPPD013 Develop interpretive activities</i> • <i>SITTPPD014 Coordinate and operate sustainable tourism activities</i> • <i>SITTPPD015 Develop in-house recreational activities</i> • <i>SITTPPD017 Develop tourism products</i> • <i>SITTPPD018 Develop environmentally sustainable tourism operations</i> • <i>SITTPPD019 Develop culturally appropriate tourism operations</i> • <i>SITTTVL011 Provide specialist advice on cruises.</i> SIT includes units relevant to food service providers: • <i>SITHFAB032 Provide advice on Australian wines</i> • <i>SITHFAB033 Provide advice on imported wines</i> • <i>SITHFAB036 Provide advice on food</i> • <i>SITHFAB037 Provide advice on food and beverage matching</i> • <i>SITHFAB039 Manage the sale or service of wine</i> • <i>SITHKOP015 Design and cost menus.</i> SIT includes a range of specialist units used by tour operators and guides: • <i>SITTGDE013 Interpret aspects of local Australian Indigenous culture</i> • <i>SITTGDE019 Research and share information on Australian Indigenous cultures</i> • <i>SITTGDE020 Prepare specialised interpretive content on flora, fauna and landscape</i> • <i>SITTGDE021 Prepare specialised interpretive content on marine environments</i> • <i>SITTGDE022 Prepare specialised interpretive content on cultural and heritage environments</i> • <i>SITTTOP010 Operate tours in a remote area.</i> 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) • SIT30122 Certificate III in Tourism • SIT30322 Certificate III in Guiding • SIT40122 Certificate IV in Travel and Tourism • SIT40222 Certificate IV in Guiding.

3.0 Pathways information

The tourism, travel and hospitality industries are dominated by a mix of small and micro businesses. They are complex industries with no standard way of defining the sectors they comprise. Commonly the industries identify the following sectors which are all covered by this Training Package:

- accommodation
- attractions and theme parks
- casinos
- clubs
- holiday parks and resorts, also known as caravan parks
- information services and promotion (local, regional, state or territory, and national)
- meetings, incentives, conferences and events
- restaurants, cafés and catering
- tour guiding
- tour operations
- tour wholesaling, both inbound and outbound
- travel agencies.

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.

3.1 Occupational outcomes for each SIT qualification

Occupational outcomes of qualifications by industry sector

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.

Qualification	Outcome
	This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.
SIT20122 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.

Qualification	Outcome
SIT30122 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.

Qualification	Outcome
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.

Qualification	Outcome
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.

Qualification	Outcome
SIT40122 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.

Qualification	Outcome
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.

Qualification	Outcome
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.

Qualification	Outcome
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.

3.2 Qualification pathways

The Australian Qualifications Framework (AQF) is the policy for qualifications in the Australian education and training system covering the school, vocational education and training, and higher education sectors. The *AQF Qualifications Pathways Policy* asks for flexibility in training package qualifications so that they:

- enhance learners' progression into and between qualifications
- recognise the multiple pathways that learners take to achieve qualifications
- can comprise, within a training package, integrated qualifications at different levels allowing credit for learning (units) completed in lower level qualifications and exit points in higher qualifications.

SIT qualifications are designed to both meet these requirements and those of industry.

3.2.1 Credit arrangements for higher education qualifications

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.

The *AQF Qualifications Pathways Policy* provides more details:

https://www.aqf.edu.au/sites/aqf/files/aqf_pathways_jan2013.pdf

At this time there are no formal articulation pathways in place.

3.3 Pathways into and from SIT qualifications

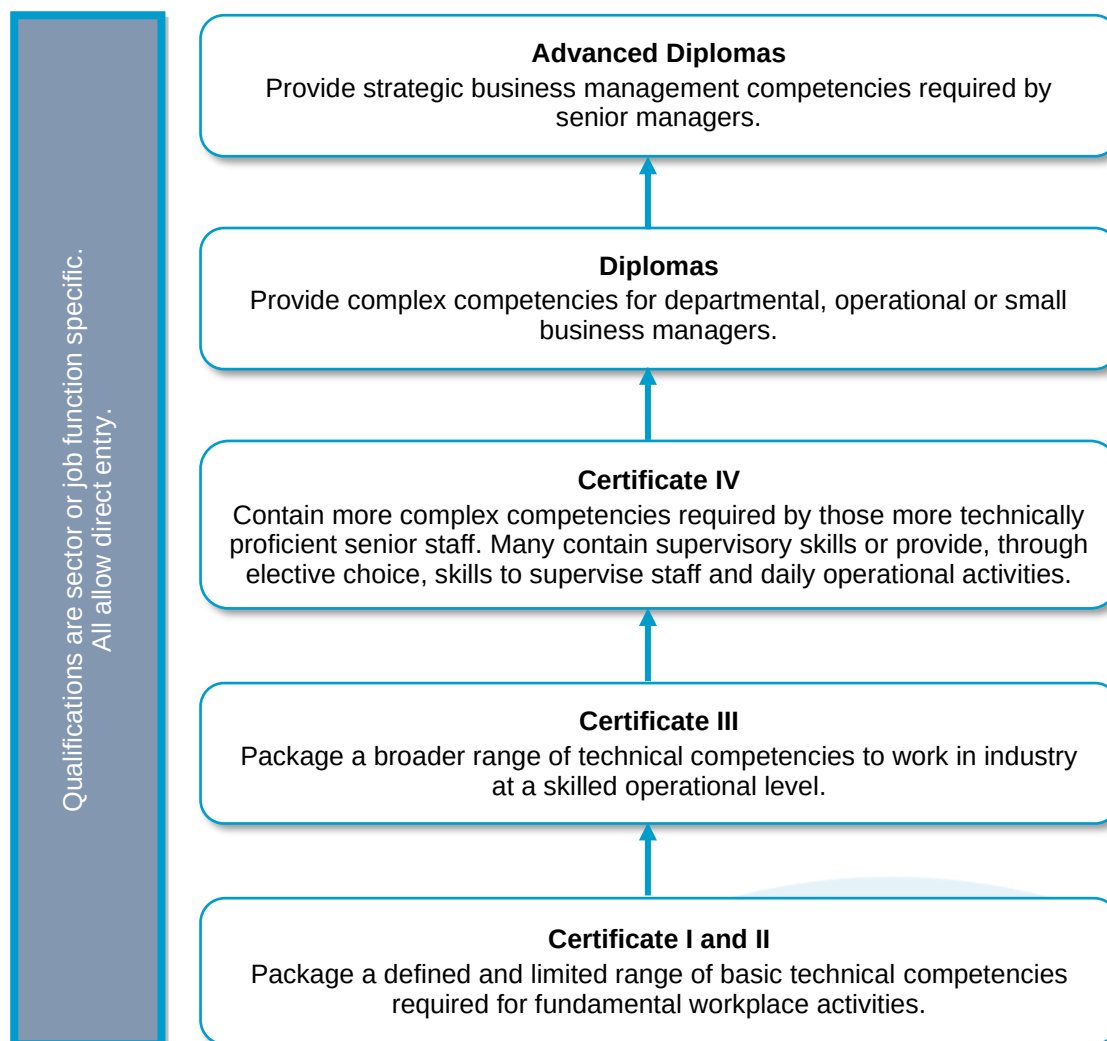
Individuals can exit each qualification to work in industry at a different level of technical expertise and responsibility. It is not, however, intended to imply that an individual will gain immediate employment at that level.

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.

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.

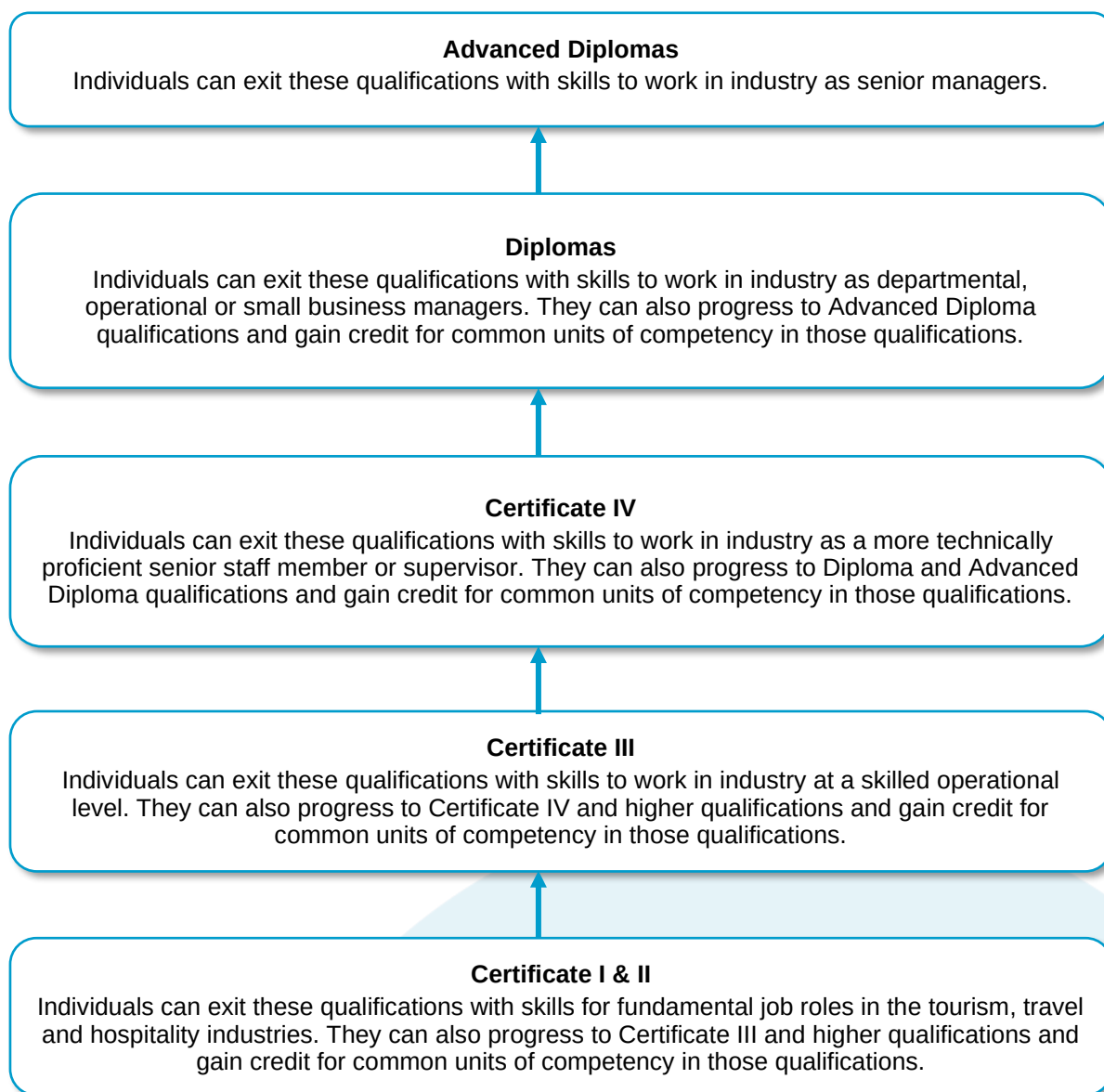
Industry, therefore, has designed higher level qualifications that may incorporate a range of technical or operational competencies. The requirement to achieve these units to obtain a Certificate IV, Diploma and Advanced Diploma is in keeping with tourism, travel and hospitality job outcomes at supervisory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

The following chart shows the progression of competencies packaged at each level within *SIT Tourism, Travel and Hospitality Training Package*.



The following chart shows the possible pathways into and from qualifications within *SIT Tourism, Travel and Hospitality Training Package*.

3.3.1 SIT qualification pathways



This chart indicates that those who exit with the above qualifications have the skills to work in industry at different levels of responsibility. It is not intended to indicate that an individual will gain immediate employment at that level.

Individuals who complete a qualification designed for one industry sector or job function can select qualifications for other sectors, e.g., complete a qualification in tourism and then events or hospitality. Many skills are transferrable. They may also progress to higher level qualifications within the same sector or for the same job function, e.g., progress from a Certificate III in Cookery to a Certificate IV in Kitchen Management or Catering Operations and then to a Diploma of Hospitality.

3.3.2 Entry requirements for SIT qualifications

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.

3.4 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.

3.5 Qualifications suited to 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*
- *SIT20122 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.

4.0 Regulatory and industry accreditation information

4.1 General laws

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.

4.2 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:

- 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 – provisions for the responsible conduct/service of gambling/gaming
 - SITHGAM022 Provide responsible gambling services
- State and territory liquor licensing Acts – provisions for the responsible sale or service of alcohol in licensed venues
 - SITHFAB021 Provide responsible service of alcohol

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

4.3 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	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.

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
SITHGAM038 Conduct Rapid Baccarat games SITHGAM039 Conduct Rapid Big Wheel games SITHGAM040 Deal Three Card Poker games.		
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.

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
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. Refer to: environment.gov.au/node/20951 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

Occupational Licensing or Certification Requirement and Associated Units of Competency	Jurisdiction	Implications for Individuals and RTOs
		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: <i>SITTTVL004 Sell tourism products or services.</i>	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.

5.0 Health and safety implications for the tourism, travel and hospitality industries

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.

5.1 Legal considerations for learners in the workplace or 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.

6.0 Implementation information to assist users

6.1 Resources and equipment

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.

6.2 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.

6.2.1 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.

6.2.2 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.

6.3 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.

6.4 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.

6.5 Access and equity considerations

An individual's access to training and assessment should not be adversely affected by restrictions placed on location or context beyond the requirements specified in this Training Package: training and assessment must be bias-free.

The flexibilities offered by the *SIT Tourism, Travel and Hospitality Training Package* should enhance opportunities and potential outcomes so all may benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to common principles of access and equity. For implementation of the *SIT Tourism, Travel and Hospitality Training Package* it is important that:

- learners have access to accurate and current information about qualifications and job outcomes in industry
- training and assessment are customised to the individual's current employment or employment prospects in their local region, including access to elective units of competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work
- for equity in assessment, conditions for training and assessment should not exceed those specified in the assessment requirements for each unit of competency
- learners have access to accurate and current information about their rights during training and assessment, including:
 - an efficient and effective complaints and appeals process
 - training, assessment and support services that meet individual needs, including reasonable adjustment of assessments.

6.6 Reasonable adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with a disability.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with a disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

A provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

It is important that providers understand that the content of the unit cannot be changed as this describes a workplace outcome. For example, the workplace requires an individual to know the key features of food and beverage items on the menu in order to provide information to customers when undertaking *SITHFAB027 Serve food and beverage*.

The inherent requirements of the actual workplace performance described by the unit of competency must inform the decision about what adjustment is reasonable. That same unit requires individuals to record customer orders and write clear and precise notes on special requests. Competency could not be solely assessed by asking oral questions about what should be included; the learner would need to be able to write.

Information about the *Disability Standards for Education 2005* is available at:
education.gov.au/disability-standards-education.

6.7 Foundation skills

The five core foundation skills of reading, writing, oral communication, numeracy and learning have been embedded into the units of competency in this Training Package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These employment skills are problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Not every unit of competency will include a description of every foundation skill or employment skill. Some units of competency describe some of those skills but not others, e.g., a unit may describe reading, numeracy and problem-solving skills only. Qualifications contain a range of units of competency; the combination will appropriately cover all foundation skills and employment skills required for the job outcome.

Foundation skills have been included in the unit of competency in two ways.

- Relevant skills essential to performance are explicit in the performance criteria, written in a way that reflects both the context and the skill level.

- Those skills essential to performance of a unit of competency that are NOT explicit in the performance criteria are summarised in the foundation skills field within the unit of competency, together with a description reflecting the workplace skill.

The foundation skill statements are specific to each unit of competency and explain what the person is doing with the foundation skill.

The foundation skill statements also provide guidance on the level of skill required by highlighting their specific application. For example, the types of documents that must be written and their complexity, which indicates the level of writing required.

The complexity or level of the foundation skill directly reflects the workplace skill described in the unit of competency.

Links

General

Australian Industry and Skills Committee (AISC)

aisc.net.au/

Australian Skills Quality Authority (ASQA)

asqa.gov.au/

Australian Qualifications Framework

aqf.edu.au/

Victorian Registration and Qualifications Authority (VRQA)

vrqa.vic.gov.au/Pages/default.aspx

Training Accreditation Council of Western Australia (TAC WA)

tac.wa.gov.au/

Department of Education, Skills and Employment

<http://www.dese.gov.au>

Disability Standards for Education (2005)

education.gov.au/disability-standards-education-2005

Disability Standards for Education 2005 Guidance Notes

docs.education.gov.au/node/16352

State and Territory Training Authorities

Australian Capital Territory

skills.act.gov.au/

New South Wales

training.nsw.gov.au/

Northern Territory

nt.gov.au/learning

Queensland

desbt.qld.gov.au/

South Australia

tasc.sa.gov.au/

Tasmania

skills.tas.gov.au/

Victoria

education.vic.gov.au/

Western Australia

<https://www.stb.wa.gov.au/>

Appendix A: SIT Units of competency and prerequisites

Unit Code	Unit Title	Prerequisite Unit(s)
EVENTS (SITE)		
Events (EVT)		
SITEEVT020	Source and use information on the events industry	Nil
SITEEVT021	Administer event registrations	Nil
SITEEVT022	Provide event production support	Nil
SITEEVT023	Plan in-house events	Nil
SITEEVT024	Develop conference and event programs	Nil
SITEEVT025	Select event venues and sites	Nil
SITEEVT026	Manage event production components	Nil
SITEEVT027	Organise event infrastructure	Nil
SITEEVT028	Manage on-site event operations	Nil
SITEEVT029	Research event industry trends and practice	Nil
SITEEVT030	Develop event concepts	Nil
SITEEVT031	Determine event feasibility	Nil
SITEEVT032	Develop and implement event management plans	Nil
SITEEVT033	Develop event transport plans	Nil
SITEEVT034	Develop crowd management plans	Nil
SITEEVT035	Develop multi-venue event plans	Nil
SITEEVT036	Plan and allocate exhibition space	Nil
SITEEVT037	Recruit and manage exhibitors	Nil
HOSPITALITY (SITH)		
Accommodation Services (ACS)		
SITHACS009	Clean premises and equipment	Nil
SITHACS010	Provide housekeeping services to guests	Nil
SITHACS011	Prepare rooms for guests	Nil
SITHACS012	Launder linen and guest clothes	Nil
SITHACS013	Provide porter services	Nil
SITHACS014	Provide valet services	Nil
SITHACS015	Conduct night audit	Nil
SITHACS016	Provide accommodation reception services	Nil
Asian Cookery (ASC)		
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

Unit Code	Unit Title	Prerequisite Unit(s)
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

Commercial Cookery and Catering (CCC)		
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
Food and Beverage (FAB)		
SITHFAB021	Provide responsible service of alcohol	Nil
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
SITHFAB028	Operate and monitor cellar systems	Nil
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
SITHFAB036	Provide advice on food	Nil

SITHFAB037	Provide advice on food and beverage matching	SITHFAB021 Provide responsible service of alcohol
SITHFAB038	Plan and monitor espresso coffee service	Nil.
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
SITHFAB021	Provide responsible service of alcohol	Nil
Gaming (GAM)		
SITHGAM022	Provide responsible gambling services	Nil
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
Working in Industry (IND)		
SITHIND005	Use hygienic practices for hospitality service	Nil
SITHIND006	Source and use information on the hospitality industry	Nil
SITHIND007	Use hospitality skills effectively	Nil
SITHIND008	Work effectively in hospitality service	Nil
Kitchen Operations (KOP)		
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005 Use hygienic practices for food safety
SITHKOP010	Plan and cost recipes	Nil
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
SITHKOP014	Plan catering for events or functions	Nil
SITHKOP015	Design and cost menus	SITHKOP010 Plan and cost recipes
SITHKOP016	Select catering systems	Nil
Patisserie (PAT)		
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
TOURISM (SITT)		
Guiding (GDE)		
SITTGDE013	Interpret aspects of local Australian Indigenous culture	Nil
SITTGDE014	Work as a guide	Nil
SITTGDE015	Provide arrival and departure assistance	Nil
SITTGDE016	Lead tour groups	Nil
SITTGDE017	Prepare and present tour commentaries or activities	Nil
SITTGDE018	Develop and maintain the general and regional knowledge required by guides	Nil
SITTGDE019	Research and share information on Australian Indigenous cultures	Nil
SITTGDE020	Prepare specialised interpretive content on flora, fauna and landscape	Nil
SITTGDE021	Prepare specialised interpretive content on marine environments	Nil
SITTGDE022	Prepare specialised interpretive content on cultural and heritage environments	Nil
SITTGDE023	Coordinate and operate tours	Nil
SITTGDE024	Manage extended touring programs	Nil
Working in Industry (IND)		
SITTIND003	Source and use information on the tourism and travel industry	Nil

SITTIND004	Source and use information on the holiday park and resort industry	Nil
Planning and Product Development (PPD)		
SITTPPD012	Package tourism products	Nil
SITTPPD013	Develop interpretive activities	Nil
SITTPPD014	Coordinate and operate sustainable tourism activities	Nil
SITTPPD015	Develop in-house recreational activities	Nil
SITTPPD016	Research and analyse tourism data	Nil
SITTPPD017	Develop tourism products	Nil
SITTPPD018	Develop environmentally sustainable tourism operations	Nil
SITTPPD019	Develop culturally appropriate tourism operations	Nil
Tour Operations (TOP)		
SITTTOP006	Load touring equipment and supplies	Nil
SITTTOP007	Provide outdoor catering	SITXFSA005 Use hygienic practices for food safety
SITTTOP008	Allocate tour or activity resources	Nil
SITTTOP009	Set up and operate a camp site	Nil
SITTTOP010	Operate tours in a remote area	Nil
Travel (TVL)		
SITTTVL001	Access and interpret product information	Nil
SITTTVL002	Provide advice on international destinations	Nil
SITTTVL003	Provide advice on Australian destinations	Nil
SITTTVL004	Sell tourism products or services	Nil
SITTTVL005	Prepare customer quotations	Nil
SITTTVL006	Book tourism products and process documentation	Nil
SITTTVL007	Use a computerised reservations or operations system	Nil
SITTTVL008	Source airfares and issue tickets for domestic flights	Nil
SITTTVL009	Construct international airfares	Nil
SITTTVL010	Construct advanced international airfares	SITTTSL009 Construct international airfares
SITTTVL011	Provide specialist advice on cruises	Nil

Venue and Facility Operations (VAF)		
SITTVAF006	Load and unload a ride	Nil
SITTVAF007	Operate a ride location	Nil
SITTVAF008	Operate a games location	Nil
SITTVAF009	Tow and site recreational vehicles	Nil
SITTVAF010	Fill LPG gas cylinders	Nil
Cross-Sector (SITX)		
Client and Customer Service (CCS)		
SITXCCS009	Provide customer information and assistance	Nil
SITXCCS010	Provide visitor information	Nil
SITXCCS011	Interact with customers	Nil
SITXCCS012	Provide lost and found services	Nil
SITXCCS013	Provide club reception services	Nil
SITXCCS014	Provide service to customers	Nil
SITXCCS015	Enhance customer service experiences	Nil
SITXCCS016	Develop and manage quality customer service practices	Nil
Communication and Teamwork (COM)		
SITXCOM006	Source and present information	Nil
SITXCOM007	Show social and cultural sensitivity	Nil
SITXCOM008	Provide a briefing or scripted commentary	Nil
SITXCOM009	Address protocol requirements	Nil
SITXCOM010	Manage conflict	Nil
Crisis Management (CRI)		
SITXCRI003	Respond to a customer in crisis	Nil
SITXCRI004	Manage a business continuity crisis	Nil
Finance (FIN)		
SITXFIN007	Process financial transactions	Nil
SITXFIN008	Interpret financial information	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXFIN010	Prepare and monitor budgets	Nil
SITXFIN011	Manage physical assets	Nil
SITXFIN012	Manage revenue	Nil

Food Safety (FSA)		
SITXFSA005	Use hygienic practices for food safety	Nil
SITXFSA006	Participate in safe food handling practices	Nil
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
Governance and Legal Compliance (GLC)		
SITXGLC002	Identify and manage legal risks and comply with law	Nil
Human Resource Management (HRM)		
SITXHRM007	Coach others in job skills	Nil
SITXHRM008	Roster staff	Nil
SITXHRM009	Lead and manage people	Nil
SITXHRM010	Recruit, select and induct staff	Nil
SITXHRM011	Manage volunteers	Nil
SITXHRM012	Monitor staff performance	Nil
Inventory (INV)		
SITXINV006	Receive, store and maintain stock	SITXFSA005 Use hygienic practices for food safety
SITXINV007	Purchase goods	Nil
SITXINV008	Control stock	Nil
SITXINV009	Establish stock purchasing and control systems	Nil
Languages other than English (LAN)		
SITXLAN007	Conduct basic oral communication in a language other than English	Nil
SITXLAN008	Conduct oral communication in a language other than English	Nil
SITXLAN009	Read and write information in a language other than English	Nil
Management and Leadership (MGT)		
SITXMGT004	Monitor work operations	Nil

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

Appendix B: Imported units of competency and prerequisites

Codes, titles and prerequisite requirements for imported units of competency are applicable and current at the time of publication of *SIT Tourism, Travel and Hospitality Training Package*. The parent training package is identified before each group of imported units.

Unit Code	Unit Title	Prerequisite(s)
AHC Agriculture, Horticulture and Conservation and Land Management		
AHCIRG338	Troubleshoot irrigation systems	
AHCLSC207	Construct low-profile timber or modular retaining walls	
AHCLSC209	Lay paving	
AHCLSC311	Set out site for construction works	
AHCLSC317	Construct landscape features using concrete	
AHCPGD209	Prune shrubs and small trees	
AHCPGD308	Plan and maintain plant displays	
AHCWRK312	Operate in isolated and remote situations	Nil
BSB Business Services		
BSBCMM211	Apply communication skills	Nil
BSBCMM411	Make presentations	Nil
BSBCRT201	Develop and apply thinking and problem solving skills	Nil
BSBESB401	Research and develop business plans	Nil
BSBESB402	Establish legal and risk management requirements of new business ventures	Nil
BSBESB404	Market new business ventures	Nil
BSBESB406	Establish operational strategies and procedures for new business ventures	Nil
BSBFIN301	Process financial transactions	Nil
BSBFIN302	Maintain financial records	Nil
BSBFIN401	Report on financial activity	Nil
BSBFIN601	Manage organisational finances	Nil
BSBHRM416	Process payroll	Nil
BSBHRM526	Manage payroll	Nil
BSBHRM612	Contribute to the development of employee and industrial relations strategies	Nil
BSBINS401	Analyse and present research information	Nil
BSBMKG431	Assess marketing opportunities	Nil
BSBMKG441	Develop public relations documents	Nil
BSBMKG442	Conduct e-marketing communications	Nil
BSBMKG544	Plan and monitor direct marketing opportunities	Nil

Unit Code	Unit Title	Prerequisite(s)
BSBMKG552	Design and develop marketing communication plans	Nil
BSBMKG553	Develop public relations campaigns	Nil
BSBMKG624	Manage market research	Nil
BSBMKG625	Implement and manage international marketing programs	Nil
BSBOPS406	Participate in organisational governance	Nil
BSBOPS502	Manage business operational plans	Nil
BSBOPS504	Manage business risk	Nil
BSBOPS601	Develop and implement business plans	Nil
BSBPEF202	Plan and apply time management	Nil
BSBSTR601	Manage innovation and continuous improvement	Nil
BSBSUS211	Participate in sustainable work practices	Nil
BSBSUS411	Implement and monitor environmentally sustainable work practices	Nil
BSBSUS511	Develop workplace policies and procedures for sustainability	Nil
BSBTEC201	Use business software applications	Nil
BSBTEC203	Research using the internet	Nil
BSBTEC301	Design and produce business documents	Nil
BSBTEC302	Design and produce spreadsheets	Nil
BSBTEC303	Create electronic presentations	Nil
BSBTEC402	Design and produce complex spreadsheets	Nil
BSBTEC501	Develop and implement an ecommerce strategy	Nil
BSBTWK201	Work effectively with others	Nil
BSBTWK401	Build and maintain business relationships	Nil
BSBTWK501	Lead diversity and inclusion	Nil
BSBTWK503	Manage meetings	Nil
BSBWRT411	Write complex documents	Nil
BSBXCS302	Identify and report online security threats	Nil
BSBXCS402	Promote workplace cyber security awareness and best practices	Nil
BSBXCS405	Contribute to cyber security incident responses	Nil
CPP Property Services		
CPPCLO3100	Maintain cleaning storage areas	Nil
CPPCLO3101	Clean carpeted floors	Nil
CPPCLO3102	Clean hard floors	Nil
CPPCLO3103	Clean and maintain amenities	Nil
CPPCLO3105	Clean glass surfaces	Nil
CPPCLO3108	Clean window coverings	Nil

Unit Code	Unit Title	Prerequisite(s)
CPPCLO3100	Maintain cleaning storage areas	Nil
CPPCLO3111	Clean rooms, furniture and fittings	Nil
CPPCLO3112	Clean walls, ceilings and fittings	Nil
CPPDSM5027	Provide facilities and amenities for property users	Nil
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises	Nil
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security	Nil
CPPSEC3122	Plan provision of close protection services	Nil
CUA Creative Arts and Culture		
CUAACD312	Produce computer-aided drawings	Nil
CUACNM211	Monitor collections for changes in condition	Nil
CUAEVP211	Assist with the staging of public activities or events	Nil
CUAEVP413	Install and dismantle exhibition elements	Nil
CUAEVP511	Coordinate the installation and dismantling of exhibitions	Nil
CUAIND412	Provide freelance services	Nil
CUAFOH511	Manage front of house services	Nil
CUALGT211	Develop basic lighting skills	Nil
CUALGT311	Operate basic lighting	Nil
CUAPPM422	Organise and facilitate rehearsals	Nil
CUAPPM431	Compile production schedules	Nil
CUAPPM513	Incorporate creative and technical needs into management processes	Nil
CUAPPM514	Manage bump in and bump out of shows	Nil
CUAPPM611	Manage pre-production for shows and events	Nil
CUASET211	Develop basic skills in set construction	Nil
CUASMT511	Stage manage productions and events	Nil
CUASMT513	Develop and maintain production documents	Nil
CUASOU211	Develop basic audio skills and knowledge	Nil
CUASTA211	Develop basic staging skills	Nil
CUASTA212	Assist with bump in and bump out of shows	Nil
CUASTA314	Maintain physical production elements	Nil
CUAVSS211	Develop basic vision system skills	Nil
FBP Food, Beverage and Pharmaceutical		
FBPRBK3005	Produce basic bread products	
FBPRBK3014	Produce sweet yeast products	

Unit Code	Unit Title	Prerequisite(s)
FBPRBK4001	Produce artisan bread products	FBPRBK3005 Produce basic bread products
FBPRBK4005	Apply advanced finishing techniques for specialty cakes	
FSK Foundation Skills		
FSKDIG001	Use digital technology for short and basic workplace tasks	Nil
HLT Health		
HLTAHA019	Assist with the monitoring and modification of meals and menus according to individualised plans	Nil
HLTAID011	Provide First Aid	Nil
HLTAID013	Provide First Aid in remote or isolated site	Nil
MAR Maritime		
MARF027	Apply basic survival skills in the event of vessel abandonment	Nil
MARF043	Operate survival craft, rescue boats and lifesaving appliances (proficiency in survival craft)	Nil
MSS Sustainability		
MSS405088	Plan implement and monitor energy management	Nil
RII Resources and Infrastructure Industry		
RIISAM203E	Use hand and power tools	Nil
RIISAM204E	Operate small plant and equipment	Nil
SIF Funeral Services		
SIFCBGM001	Provide general grounds care	Nil
SIFCBGM002	Maintain property and structures	Nil
SIFCBGM007	Evaluate building and grounds maintenance and development needs	Nil
SIFCBGM008	Coordinate building and grounds maintenance and development	Nil
SIR Retail Services		
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	Nil
SIRXCEG009	Manage workplace responses to disrespectful, aggressive or abusive customer behaviour	SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Unit Code	Unit Title	Prerequisite(s)
SIRXOSM002	Maintain ethical and professional standards when using social media and online platforms	Nil
SIRXOSM003	Use social media and online tools	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
SIRXOSM004	Analyse performance of social media and online business tools	Nil
SIRXOSM005	Develop a basic website for customer engagement	Nil
SIRXOSM006	Develop and manage social media and online strategies	SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
SIRXOSM007	Manage risk to organisational reputation in an online setting	
SIRXPDK001	Advise on products and services	Nil
SIRXSLS001	Sell to the retail customer	Nil
SIRXSTR001	Develop an ecommerce strategy	Nil
SIS Sport, Fitness and Recreation		
SISCAQU001	Test pool water quality	Nil
SISCAQU003	Maintain aquatic facility plant and equipment	Nil
SISCAQU004	Develop and implement pool water maintenance procedures	Nil
SISOSCB001	SCUBA dive in open water to a maximum depth of 18 metres	Nil
SISOSCB006	Perform diver rescues	Nil
SISOSCB010	Lead SCUBA diving activities	Nil
TLI Transport and Logistics		
TLIC0023	Operate four wheel drive vehicle	Nil
TLIC1051	Operate commercial vehicle	Nil
TLIC3042	Operate coach/bus	Nil
TLIE0009	Carry out basic workplace calculations	Nil

Unit Code	Unit Title	Prerequisite(s)
TLILIC2014	Licence to drive a light rigid vehicle	Nil
TLILIC2015	Licence to drive a medium rigid vehicle	Nil
TLILIC2016	Licence to drive a heavy rigid vehicle	Nil

Appendix C: Version 2.0 Mapping Information

The following tables map the relationship between previous and replacement Training Package Products within *SIT Tourism, Travel and Hospitality Training Package*.

It is noted that as per the modification history show in Table 1 of this document, SIT V1.1 included update of imported SIR Retail Services Training Package units, which do not appear in the mapping of SIT Training Package Products.

SIT V1.2 included the addition of three travel skill sets only, which are non-endorsable components of the Training Package.

For this reason, the mapping shown below for qualifications, skill sets and units of competency shows mapping from V1.2 to V2.0.

Determination of equivalence

Where a qualification is superseded and the occupational outcome and/or the AQF level of the qualification has changed, the superseding qualification must be deemed 'Not Equivalent'. The occupational outcome can be determined to have changed when the skills and knowledge required to achieve the occupational outcome of the superseded and superseding qualifications cannot be mapped to each other.

A unit is mapped as equivalent (E) when it provides the same skill and knowledge outcomes, as follows:

- elements and performance criteria are the same, but are re-ordered and or expressed differently for clarity
- knowledge requirements are the same, but are expressed differently for clarity, or statements about scope and depth of knowledge have been added for clarity.

A unit is mapped as not equivalent (N) when it provides different skill and knowledge outcomes, as follows:

- elements and or performance criteria have been added or removed
- knowledge requirements have been added or removed
- unit content has been split to create two or more units
- one or more units have been merged.

Qualification mapping SIT V1.2 to SIT V2.0

Previous Qualification Code and Title Version 1.2	New Qualification Code and Title Version 2.0	Comment in relation to Qualification E = equivalent N = not equivalent
SIT10116 Certificate I in Tourism (Australian Indigenous Culture)	SIT10122 Certificate I in Tourism (Australian Indigenous Culture)	E Updates to elective list.
SIT10216 Certificate I in Hospitality	SIT10222 Certificate I in Hospitality	E
SIT20116 Certificate II in Tourism	SIT20122 Certificate II in Tourism	N Changes to packaging rules Changes to core units Addition of holiday parks and resorts specialisation Elective list updated.

Previous Qualification Code and Title Version 1.2	New Qualification Code and Title Version 2.0	Comment in relation to Qualification E = equivalent N = not equivalent
SIT20216 Certificate II in Holiday Parks and Resorts	Deleted.	
SIT20316 Certificate II in Hospitality	SIT20322 Certificate II in Hospitality	E Updates to elective list.
SIT20416 Certificate II in Kitchen Operations	SIT20421 Certificate II in Cookery	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed.
SIT20516 Certificate II in Asian Cookery	Deleted.	
SIT30116 Certificate III in Tourism	SIT30122 Certificate III in Tourism	N Changes to packaging rules Addition of holiday parks and resorts specialisation Elective list updated.
SIT30216 Certificate III in Travel	SIT30222 Certificate III in Travel	N Changes to packaging rules Core units not equivalent Elective list updated.
SIT30316 Certificate III in Guiding	SIT30322 Certificate III in Guiding	E Elective list updated.
SIT30416 Certificate III in Holiday Parks and Resorts	Deleted.	
SIT30516 Certificate III in Events	SIT30522 Certificate III in Events	N Changes to core units Elective list updated.
SIT30616 Certificate III in Hospitality	SIT30622 Certificate III in Hospitality	N Changes to packaging rules Changes to core units Elective list updated.
SIT30716 Certificate III in Hospitality (Restaurant Front of House)	SIT30722 Certificate III in Hospitality (Restaurant Front of House)	N Changes to packaging rules Changes to core units Elective list updated.
SIT30816 Certificate III in Commercial Cookery	SIT30821 Certificate III in Commercial Cookery	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and

Previous Qualification Code and Title Version 1.2	New Qualification Code and Title Version 2.0	Comment in relation to Qualification E = equivalent N = not equivalent
		the job outcome of the qualification has not changed.
SIT30916 Certificate III in Catering Operations	SIT30921 Certificate III in Catering	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed. 1 less unit in qual Change to title
SIT31016 Certificate III in Patisserie	SIT31021 Certificate III in Patisserie	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed. 1 less unit in qual
SIT31116 Certificate III in Asian Cookery	SIT31121 Certificate III in Asian Cookery	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed. 1 less unit in qual
SIT40116 Certificate IV in Travel and Tourism	SIT40122 Certificate IV in Travel and Tourism	N Changes to packaging rules Addition of holiday parks and resorts specialisation Elective list updated.
SIT40216 Certificate IV in Guiding	SIT40222 Certificate IV in Guiding	E Elective list updated.
SIT40316 Certificate IV in Holiday Parks and Resorts	Deleted.	
SIT40416 Certificate IV in Hospitality	SIT40422 Certificate IV in Hospitality	N Changes to packaging rules Changes to core units Elective list updated.
SIT40516 Certificate IV in Commercial Cookery	SIT40521 Certificate IV in Kitchen Management	E Minor changes to packaging rules

Previous Qualification Code and Title Version 1.2	New Qualification Code and Title Version 2.0	Comment in relation to Qualification E = equivalent N = not equivalent
		Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed. Change to title
SIT40616 Certificate IV in Catering Operations	SIT40621 Certificate IV in Catering Management	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed. Change to title
SIT40716 Certificate IV in Patisserie	SIT40721 Certificate IV in Patisserie	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed.
SIT40816 Certificate IV in Asian Cookery	SIT40821 Certificate IV in Asian Cookery	E Minor changes to packaging rules Changes to core and elective units but skills and knowledge within qualifications map to each other and the job outcome of the qualification has not changed.
SIT50116 Diploma of Travel and Tourism Management	SIT50122 Diploma of Travel and Tourism Management	N Changes to packaging rules Changes to core units Addition of holiday parks and resorts specialisation Elective list updated.
SIT50216 Diploma of Holiday Park and Resort Management	Deleted.	
SIT50316 Diploma of Event Management	SIT50322 Diploma of Event Management	N Changes to packaging rules Addition of core units Elective list updated.
SIT50416 Diploma of Hospitality Management	SIT50422 Diploma of Hospitality Management	N Changes to packaging rules Changes to core units

Previous Qualification Code and Title Version 1.2	New Qualification Code and Title Version 2.0	Comment in relation to Qualification E = equivalent N = not equivalent
		Elective list updated.
SIT60116 Advanced Diploma of Travel and Tourism Management	SIT60122 Advanced Diploma of Travel and Tourism Management	E Elective list updated.
SIT60216 Advanced Diploma of Event Management	SIT60222 Advanced Diploma of Event Management	N Changes to packaging rules Addition of core unit Elective list updated.
SIT60316 Advanced Diploma of Hospitality Management	SIT60322 Advanced Diploma of Hospitality Management	N Changes to packaging rules Changes to core units Elective list updated.

Skill Set mapping SIT V1.2 to SIT V2.0

Previous Skill Set Code and Title Version 1.2	New Skill Set Code and Title Version 2.0	E = equivalent N = not equivalent
SITSS00054 Kitchen Management	SITSS00066 Kitchen Management	N Removal of 2 units of competency
SITSS00057 Supervision of Cookery Apprentices	SITSS00067 Supervision of Cookery Apprentices	E
SITSS00050 Food Handling	SITSS00068 Food Handling	E
SITSS00051 Food Safety Supervision	SITSS00069 Food Safety Supervision	E
SITSS00052 Hospitality Compliance	SITSS00070 Hospitality Compliance	E
SITSS00055 Responsible Service of Alcohol	SITSS00071 Responsible Service of Alcohol	E
SITSS00059 Airfare Construction	SITSS00072 Airfare Construction	N Updated units not equivalent.
SITSS00064 Australian and International Travel Destinations	SITSS00073 Australian and International Travel Destinations	E Units updated to current versions.
SITSS00063 Australian and International Travel Products	SITSS00074 Australian and International Travel Products	N Updated units not equivalent.
SITSS00046 Beverage Advice	SITSS00075 Beverage Advice	E
SITSS00034 Business Management	SITSS00076 Business Management	E
SITSS00035 Customer Service Management	SITSS00077 Customer Service Management	E
SITSS00036 Customer Service	SITSS00078 Customer Service	E
SITSS00058 Environmentally Sustainable Hospitality and Restaurant Operations	SITSS00079 Environmentally Sustainable Hospitality and Restaurant Operations	E
SITSS00048 Espresso Machine Operation	SITSS00080 Espresso Machine Operation	E
SITSS00037 Essential Business Skills for a Franchisee	SITSS00081 Essential Business Skills for a Franchisee	E
SITSS00047 Essential Business Skills for a Restaurant Manager	SITSS00082 Essential Business Skills for a Restaurant Manager	E
SITSS00049 Food Advice	SITSS00083 Food Advice	E
SITSS00038 Governance for Board Members	SITSS00084 Governance for Board Members	E
SITSS00060 Groundskeeping and Maintenance	SITSS00085 Groundskeeping and Maintenance	E
SITSS00053 Housekeeping Service	SITSS00086 Housekeeping Service	E

Previous Skill Set Code and Title Version 1.2	New Skill Set Code and Title Version 2.0	E = equivalent N = not equivalent
SITSS00039 Mentoring and Supervision	SITSS00087 Mentoring and Supervision	E
SITSS00062 Online Engagement for Small Business	SITSS00088 Online Engagement for Small Business	N Units replaced with cross sector units.
SITSS00040 Product Development for International Visitor Markets	SITSS00089 Product Development for International Visitor Markets	E
SITSS00041 Product Sales for International Visitor Markets	SITSS00090 Product Sales for International Visitor Markets	E
SITSS00042 Service for International Visitors	SITSS00091 Service for International Visitors	E
SITSS00044 Event Coordination	SITSS00092 Event Coordination	N Unit updated and replaced with non-equivalent merged unit.
SITSS00045 Event Development	SITSS00093 Event Development	N Unit removed New unit added.
SITSS00056 Sommelier	SITSS00094 Sommelier	E
SITSS00065 Travel Sales and Customer Service	SITSS00095 Travel Sales and Customer Service	N Units updated and replaced with non-equivalent units.
SITSS00043 Understanding Financial Concepts for Budgeting	SITSS00096 Understanding Financial Concepts for Budgeting	E
SITSS00061 Visitor Information Services	SITSS00097 Visitor Information Services	E
	SITSS00098 Driver Guide Services	NEW

Unit of competency mapping SIT V1.2 to SIT V2.0

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
EVENTS (SITE)		
Events (EVT)		
SITEEVT001 Source and use information on the events industry	SITEEVT020 Source and use information on the events industry	E Minor changes to FS, PE, KE and AC.
SITEEVT002 Process and monitor event registrations	SITEEVT021 Administer event registrations	N Merge of SITEEVT002 Process and monitor event registrations and SITEEVT003 Coordinate on-site event registrations. Significant change to E, PCs, PE, KE and AC.
SITEEVT003 Coordinate on-site event registrations	SITEEVT021 Administer event registrations	N Merge of SITEEVT002 Process and monitor event registrations and SITEEVT003 Coordinate on-site event registrations. Significant change to E, PCs, PE, KE and AC.
SITEEVT004 Provide event staging support	SITEEVT022 Provide event production support	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT005 Plan in-house events or functions	SITEEVT023 Plan in-house events	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT006 Develop conference programs	SITEEVT024 Develop conference and event programs	E Change to title for clarity Minor changes to PCs, PE, KE and AC.
SITEEVT007 Select event venues and sites	SITEEVT025 Select event venues and sites	E Minor changes to PE, KE and AC.
SITEEVT008 Manage event staging components	SITEEVT026 Manage event production components	E Change to title for clarity Minor changes to A, E, PCs, PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITEEVT009 Organise event infrastructure	SITEEVT027 Organise event infrastructure	E Minor changes to PE, KE and AC.
SITEEVT010 Manage on-site event operations	SITEEVT028 Manage on-site event operations	E Minor changes to PE, KE and AC.
SITEEVT011 Research event industry trends and practice	SITEEVT029 Research event industry trends and practice	E Minor changes to PE and KE.
SITEEVT012 Develop event concepts	SITEEVT030 Develop event concepts	E Minor change to AC.
SITEEVT013 Determine event feasibility	SITEEVT031 Determine event feasibility	E Minor changes to KE and AC.
SITEEVT014 Develop and implement event management plans	SITEEVT032 Develop and implement event management plans	E Minor changes to PE and AC.
SITEEVT015 Develop event transport plans	SITEEVT033 Develop event transport plans	E Minor changes to PE, KE and AC.
SITEEVT016 Develop crowd management plans	SITEEVT034 Develop crowd management plans	E Minor changes to PE, KE and AC.
SITEEVT017 Develop multi-venue event plans	SITEEVT035 Develop multi-venue event plans	E Minor changes to PE, KE and AC.
SITEEVT018 Plan and allocate exhibition space	SITEEVT036 Plan and allocate exhibition space	E Minor changes to PE, KE and AC.
SITEEVT019 Recruit and manage exhibitors	SITEEVT037 Recruit and manage exhibitors	E Minor changes to KE and AC.
HOSPITALITY (SITH)		
Accommodation Services (ACS)		
SITHACS001 Clean premises and equipment	SITHACS009 Clean premises and equipment	E Minor changes to KE and AC.
SITHACS002 Provide housekeeping services to guests	SITHACS010 Provide housekeeping services to guests	E Minor changes to PE, KE and AC.
SITHACS003 Prepare rooms for guests	SITHACS011 Prepare rooms for guests	E Minor changes to PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHACS004 Launder Linen and guest clothes	SITHACS012 Launder linen and guest clothes	E Minor changes to AC.
SITHACS005 Provide porter services	SITHACS013 Provide porter services	E Minor changes to PE, KE and AC.
SITHACS006 Provide valet services	SITHACS014 Provide valet services	E Minor changes to PE, KE and AC.
SITHACS007 Conduct night audit	SITHACS015 Conduct night audit Fi	E Minor changes to KE and AC.
SITHACS008 Provide accommodation reception services	SITHACS016 Provide accommodation reception services	E Minor changes to FS, PE, KE and AC.
Food and Beverage (FAB)		
SITHFAB001 Clean and tidy bar areas	SITHFAB022 Clean and tidy bar areas	E Minor changes to KE and AC.
SITHFAB002 Provide responsible service of alcohol	SITHFAB021 Provide responsible service of alcohol	E Minor changes to E, PC, PE, KE and AC. No change to workplace outcome.
SITHFAB003 Operate a bar	SITHFAB023 Operate a bar	E Minor changes to KE and AC.
SITHFAB004 Prepare and serve non-alcoholic beverages	SITHFAB024 Prepare and serve non-alcoholic beverages	E Minor changes to KE and AC.
SITHFAB005 Prepare and Serve Espresso Coffee	SITHFAB025 Prepare and serve espresso coffee	E Minor changes to KE and AC.
SITHFAB006 Provide room service	SITHFAB026 Provide room service	E Minor changes to KE and AC.
SITHFAB007 Serve food and beverage	SITHFAB027 Serve food and beverage	E Minor changes to KE and AC.
SITHFAB008 Operate and monitor cellar systems	SITHFAB028 Operate and monitor cellar systems	E Minor changes to AC.
SITHFAB009 Conduct a product tasting for alcoholic beverages	SITHFAB029 Conduct a product tasting for alcoholic beverages	E Minor changes to KE and AC.
SITHFAB010 Prepare and Serve cocktails	SITHFAB030 Prepare and serve cocktails	N Added prerequisite

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
		Minor changes to KE and AC.
SITHFAB011 Provide advice on beers, spirits and liqueurs	SITHFAB031 Provide advice on beers, spirits and liqueurs	E Minor changes to KE and AC.
SITHFAB012 Provide advice on Australian wines	SITHFAB032 Provide advice on Australian wines	E Minor changes to KE and AC.
SITHFAB013 Provide advice on imported wines	SITHFAB033 Provide advice on imported wines	E Minor changes to KE and AC.
SITHFAB014 Provide table service of food and beverage	SITHFAB034 Provide table service of food and beverage	E Minor changes to KE and AC.
SITHFAB015 Provide silver service	SITHFAB035 Provide silver service	E Minor changes to KE and AC.
SITHFAB016 Provide advice on food	SITHFAB036 Provide advice on food	E Minor changes to KE and AC.
SITHFAB017 Provide advice on food and beverage matching	SITHFAB037 Provide advice on food and beverage matching	E Minor changes to KE and AC.
SITHFAB018 Provide gueridon service		Deleted.
SITHFAB019 Plan and monitor espresso coffee service	SITHFAB038 Plan and monitor espresso coffee service	E Minor changes to KE and AC.
SITHFAB020 Manage the sale or service of wine	SITHFAB039 Manage the sale or service of wine	E Minor changes to KE and AC.
Asian Cookery		
SITHASC001 Prepare dishes using basic methods of Asian cookery	SITHASC020 Prepare dishes using basic methods of Asian cookery	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHASC002 Prepare Asian appetisers and snacks	SITHASC021 Prepare Asian appetisers and snacks	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC003 Prepare Asian stocks and soups	SITHASC022 Prepare Asian stocks and soups	E Removal of range of conditions Minor changes to PE, KE and AC

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHASC004 Prepare Asian sauces, dips and accompaniments	SITHASC023 Prepare Asian sauces, dips and accompaniments	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC005 Prepare Asian salads	SITHASC024 Prepare Asian salads	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC006 Prepare Asian rice and noodles	SITHASC025 Prepare Asian rice and noodles	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC007 Prepare curry pastes and powders	SITHASC026 Prepare curry pastes and powders	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC008 Prepare Asian cooked dishes	SITHASC027 Prepare Asian cooked dishes	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC009 Prepare Asian desserts	SITHASC028 Prepare Asian desserts	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC010 Prepare Japanese cooked dishes	SITHASC029 Prepare Japanese cooked dishes	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC011 Prepare sashimi	SITHASC030 Prepare sashimi	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC012 Prepare sushi	SITHASC031 Prepare sushi	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC013 Produce Japanese desserts	SITHASC032 Produce Japanese desserts	N Removal of range of conditions Changes to PE, KE and AC
SITHASC014 Prepare dim sum	SITHASC033 Prepare dim sum	E Removal of range of conditions Minor changes to PE, KE and AC

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHASC015 Prepare Chinese roast meat and poultry dishes	SITHASC034 Prepare Chinese roast meat and poultry dishes	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC016 Prepare tandoori dishes	SITHASC035 Prepare tandoori dishes	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC017 Prepare Indian breads	SITHASC036 Prepare Indian breads	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC018 Prepare Indian sweetmeats	SITHASC037 Prepare Indian sweetmeats	E Removal of range of conditions Minor changes to PE, KE and AC
SITHASC019 Prepare Indian pickles and chutneys	SITHASC038 Prepare Indian pickles and chutneys	E Removal of range of conditions Minor changes to PE, KE and AC
Commercial Cookery and Catering (CCC)		
SITHCCC001 Use food preparation equipment	SITHCCC023 Use food preparation equipment	E Removal of range of conditions Minor changes to PE, KE and AC
SITHCCC002 Prepare and present simple dishes	SITHCCC024 Prepare and present simple dishes	E Removal of range of conditions Minor changes to PE, KE and AC
SITHCCC003 Prepare and present sandwiches	SITHCCC025 Prepare and present sandwiches	E Removal of range of conditions Minor changes to PE, KE and AC
SITHCCC004 Package prepared foodstuffs	SITHCCC026 Package prepared foodstuffs	E Removal of range of conditions Minor changes to PE, KE and AC
SITHCCC005 Prepare dishes using basic methods of cookery	SITHCCC027 Prepare dishes using basic methods of cookery	E Removal of range of conditions Changes to PE, KE and AC
SITHCCC006 Prepare appetisers and salads	SITHCCC028 Prepare appetisers and salads	E Removal of range of conditions Changes to PE, KE and AC
SITHCCC007 Prepare stocks, sauces and soups	SITHCCC029 Prepare stocks, sauces and soups	E Removal of range of conditions Changes to PE, KE and AC

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHCCC008 Prepare vegetable, fruit, eggs and farinaceous dishes	SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
New Unit	SITHCCC031 Prepare vegetarian and vegan dishes	New unit
SITHCCC009 Produce cook-chill and cook-freeze foods	SITHCCC032 Produce cook-chill and cook-freeze foods	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC010 Re-thermalise chilled and frozen foods	SITHCCC033 Re-thermalise chilled and frozen foods	N Addition of prerequisites Removal of range of conditions Changes to PE, KE and AC
SITHCCC011 Use cookery skills effectively	SITHCCC034 Work effectively in a commercial kitchen	N Title changed Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC012 Prepare poultry dishes	SITHCCC035 Prepare poultry dishes	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC013 Prepare seafood dishes	SITHCCC037 Prepare seafood dishes	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC014 Prepare meat dishes	SITHCCC036 Prepare meat dishes	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC015 Produce and serve food for buffets	SITHCCC038 Produce and serve food for buffets	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC016 Produce pates and terrines	SITHCCC039 Produce pates and terrines	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC017 Handle and serve cheese	SITHCCC040 Prepare and serve cheese	N Removal of range of conditions Addition of new element

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
		Changes to PE, KE and AC
SITHCCC018 Prepare food to meet special dietary requirements	SITHCCC042 Prepare food to meet special dietary requirements	N Addition of prerequisite Removal of range of conditions Changes to A, PC, PE, KE and AC
SITHCCC019 Produce cakes, pastries and breads	SITHCCC041 Produce cakes, pastries and breads	E Removal of range of conditions Changes to PC, PE, KE and AC
SITHCCC020 Work effectively as a cook	SITHCCC043 Work effectively as a cook	N Addition of prerequisite Removal of range of conditions Changes to PC, PE, KE and AC
SITHCCC021 Prepare specialised food items	SITHCCC044 Prepare specialised food items	N Addition of prerequisite Removal of range of conditions Changes to PE, KE and AC
SITHCCC022 Prepare portion-controlled meat cuts and meat products		Deleted.
Gaming (GAM)		
SITHGAM001 Provide responsible gambling services	SITHGAM022 Provide responsible gambling services	E
SITHGAM002 Attend gaming machines	SITHGAM023 Attend gaming machines	E
SITHGAM003 Operate a TAB outlet	SITHGAM024 Operate a TAB outlet	E
SITHGAM004 Conduct Keno games	SITHGAM025 Conduct Keno games	E
SITHGAM005 Analyse and report on gaming machine data	SITHGAM026 Analyse and report on gaming machine data	N Prerequisite added.
SITHGAM006 Deal Baccarat games	SITHGAM027 Deal Baccarat games	E
SITHGAM007 Conduct Big Wheel games	SITHGAM028 Conduct Big Wheel games	E
SITHGAM008 Deal Blackjack games	SITHGAM029 Deal Blackjack games	E
SITHGAM009 Deal Poker games	SITHGAM030 Deal Poker games	E

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHGAM010 Deal Pontoon games	SITHGAM031 Deal Pontoon games	E
SITHGAM011 Conduct Rapid Roulette games	SITHGAM032 Conduct Rapid Roulette games	E
SITHGAM012 Conduct Roulette Games	SITHGAM033 Conduct Roulette Games	E Minor changes to AC.
SITHGAM013 Conduct Sic Bo games		Deleted.
SITHGAM014 Manage gaming activities		Deleted.
SITHGAM015 Attend casino gaming machines	SITHGAM034 Attend casino gaming machines	E Minor changes to AC.
SITHGAM016 Deal Caribbean Stud games	SITHGAM035 Deal Caribbean Stud games	E Minor changes to AC.
SITHGAM017 Deal Casino War games	SITHGAM036 Deal Casino War games	E
SITHGAM018 Deal Mississippi Stud games	SITHGAM037 Deal Mississippi Stud games	E Minor changes to AC.
SITHGAM019 Conduct Rapid Baccarat games	SITHGAM038 Conduct Rapid Baccarat games	E Minor changes to PCs, KE and AC.
SITHGAM020 Conduct Rapid Big Wheel games	SITHGAM039 Conduct Rapid Big Wheel games	E Minor changes to PCs, KE and AC.
SITHGAM021 Deal Three Card Poker games	SITHGAM040 Deal Three Card Poker games	E Minor changes to AC.
Working in Industry (IND)		
SITHIND001 Use hygienic practices for hospitality service	SITHIND005 Use hygienic practices for hospitality service	E Minor changes to FS, PE, KE and AC.
SITHIND002 Source and use information on the hospitality industry	SITHIND006 Source and use information on the hospitality industry	E Minor changes to PCs, FS, PE, KE and AC.
SITHIND003 Use hospitality skills effectively	SITHIND007 Use hospitality skills effectively	E Minor changes to PE, KE and AC.
SITHIND004 Work effectively in hospitality service	SITHIND008 Work effectively in hospitality service	E Minor changes to PE, KE and AC.
Kitchen Operations (KOP)		
SITHKOP001 Clean kitchen premises and equipment	SITHKOP009 Clean kitchen premises and equipment	E Changes to PE, KE and AC

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHKOP002 Plan and cost basic menus	SITHKOP010 Plan and cost recipes	N Title changed Removal of range of conditions Major changes to A, EL, PC, PE, KE and AC
SITHKOP003 Plan and display buffets	SITHKOP011 Plan and implement service of buffets	E Title changed Removal of range of conditions Changes to A, EL, PC, PE, KE and AC
SITHKOP004 Develop menus for special dietary requirements	SITHKOP012 Develop recipes for special dietary requirements	N Title changed Addition of prerequisites Removal of range of conditions Changes to A, EL, PC, PE, KE and AC
SITHKOP005 Coordinate cooking operations	SITHKOP013 Plan cooking operations	E Title changed Removal of range of conditions Changes to A, EL, PC, PE, KE and AC
SITHKOP006 Plan catering for events or functions	SITHKOP014 Plan catering for events or functions	E Removal of range of conditions Changes to PE, KE and AC
SITHKOP007 Design and cost menus	SITHKOP015 Design and cost menus	N Addition of prerequisite Removal of range of conditions Changes to EL, PC, PE, KE and AC
SITHKOP008 Select catering systems	SITHKOP016 Select catering systems	E Removal of range of conditions Changes to AC
Patisserie (PAT)		
SITHPAT001 Produce cakes	SITHPAT011 Produce cakes	E Removal of range of conditions Changes to PE, KE and AC
SITHPAT002 Produce gateaux, torten and cakes	SITHPAT012 Produce specialised cakes	E Title changed Removal of range of conditions Changes to PE, KE and AC
SITHPAT003 Produce pastries	SITHPAT013 Produce pastries	E Removal of range of conditions Changes to PE, KE and AC

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITHPAT004 Produce yeast-based bakery products	SITHPAT014 Produce yeast-based bakery products	E Removal of range of conditions Changes to PE, KE and AC
SITHPAT005 Produce petits fours	SITHPAT015 Produce petits fours	E Removal of range of conditions Changes to PC, PE, KE and AC
SITHPAT006 Produce desserts	SITHPAT016 Produce desserts	N Removal of range of conditions Major changes to PC, PE, KE and AC
SITHPAT007 Prepare and model marzipan	SITHPAT017 Prepare and model marzipan	E Removal of range of conditions Changes to PC, PE, KE and AC
SITHPAT008 Produce chocolate confectionery	SITHPAT018 Produce chocolate confectionery	E Removal of range of conditions Changes to PE, KE and AC
SITHPAT009 Model sugar-based decorations	SITHPAT019 Model sugar-based decorations	E Removal of range of conditions Changes to PE, KE and AC
SITHPAT010 Design and produce sweet buffet showpieces	SITHPAT020 Design and produce sweet showpieces	E Removal of range of conditions Changes to PC, PE, KE and AC
Tourism		
Guiding (GDE)		
SITTGDE001 Interpret aspects of local Australian Indigenous culture	SITTGDE013 Interpret aspects of local Australian Indigenous culture	E Minor changes to PCs, PE, KE and AC.
SITTGDE002 Work as a guide	SITTGDE014 Work as a guide	E Minor changes to PE, KE and AC.
SITTGDE003 Provide arrival and departure assistance	SITTGDE015 Provide arrival and departure assistance	E Minor changes to A, PCs, PE, KE and AC.
SITTGDE004 Lead tour groups	SITTGDE016 Lead tour groups	E Minor changes to KE and AC.
SITTGDE005 Prepare and present tour commentaries or activities	SITTGDE017 Prepare and present tour commentaries or activities	E Minor changes to PE, KE and AC.
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	SITTGDE018 Develop and maintain the general and regional knowledge required by guides	E Minor changes to PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITTGDE007 Research and share general information on Australian Indigenous cultures	SITTGDE019 Research and share information on Australian Indigenous cultures	E Minor changes to PE, KE and AC.
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	SITTGDE020 Prepare specialised interpretive content on flora, fauna and landscape	E Minor changes to PE, KE and AC.
SITTGDE009 Prepare specialised interpretive content on marine environments	SITTGDE021 Prepare specialised interpretive content on marine environments	E Minor changes to PE, KE and AC.
SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	SITTGDE022 Prepare specialised interpretive content on cultural and heritage environments	E Minor changes to PE, KE and AC.
SITTGDE011 Coordinate and operate tours	SITTGDE023 Coordinate and operate tours	E Minor changes to PE, KE and AC.
SITTGDE012 Manage extended touring programs	SITTGDE024 Manage extended touring programs	E Minor changes to PE, KE and AC.
Working in Industry (IND)		
SITTIND001 Source and use information on the tourism and travel industry	SITTIND003 Source and use information on the tourism and travel industry	E Minor changes to FS, PE, KE and AC.
SITTIND002 Source and use information on the holiday park and resort industry	SITTIND004 Source and use information on the holiday park and resort industry	E Minor changes to PE, KE and AC.
Planning and Product Development (PPD)		
SITTPPD001 Package tourism products	SITTPPD012 Package tourism products	E Minor changes to PE, KE and AC.
SITTPPD002 Develop interpretive activities	SITTPPD013 Develop interpretive activities	E Minor changes to PE, KE and AC.
SITTPPD003 Coordinate and operate sustainable tourism activities	SITTPPD014 Coordinate and operate sustainable tourism activities	E Minor changes to PE and AC.
SITTPPD004 Develop in-house recreational activities	SITTPPD015 Develop in-house recreational activities	E Minor changes to PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITTPPD005 Develop host community awareness of tourism		Deleted.
SITTPPD006 Assess tourism opportunities for local communities		Deleted.
SITTPPD007 Research and analyse tourism data	SITTPPD016 Research and analyse tourism data	E Minor changes to PE, KE and AC.
SITTPPD008 Develop tourism products	SITTPPD017 Develop tourism products	E Minor changes to PE, KE and AC.
SITTPPD009 Develop environmentally sustainable tourism operations	SITTPPD018 Develop environmentally sustainable tourism operations	E Minor changes to PE, KE and AC.
SITTPPD010 Develop culturally appropriate tourism operations	SITTPPD019 Develop culturally appropriate tourism operations	E Minor changes to PE and AC.
SITTPPD011 Develop and implement local or regional tourism plan		Deleted.
Tour Operations (TOP)		
SITTTOP001 Load touring equipment and supplies	SITTTOP006 Load touring equipment and supplies	E Minor changes to PE, KE and AC.
SITTTOP002 Provide outdoor catering	SITTTOP007 Provide outdoor catering	E Minor changes to PE, KE and AC.
SITTTOP003 Allocate tour or activity resources	SITTTOP008 Allocate tour or activity resources	E Minor changes to PE, KE and AC.
SITTTOP004 Set up and operate a camp site	SITTTOP009 Set up and operate a camp site	E Minor changes to PE, KE and AC.
SITTTOP005 Operate tours in a remote area	SITTTOP010 Operate tours in a remote area	E Minor changes to PE, KE and AC.
Travel (TVL)		
SITTTSL001 Operate online information systems		Deleted.
SITTTSL002 Access and interpret product information	SITTTVL001 Access and interpret product information	E Minor changes to KE, AC.
SITTTSL003 Provide advice on international destinations	SITTTVL002 Provide advice on international destinations	E Minor changes to PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITTTSL004 Provide advice on Australian destinations	SITTTVL003 Provide advice on Australian destinations	E Minor changes to PE, KE and AC.
SITTTSL005 Sell tourism products and services	SITTTVL004 Sell tourism products or services	E Title changed for clarity Minor changes to PCs, PE, KE and AC.
SITTTSL006 Prepare quotations	SITTTVL005 Prepare customer quotations	E Title changed for clarity Minor changes to PE, KE and AC.
SITTTSL007 Process reservations	SITTTVL006 Book tourism products and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL008 Book supplier products and services	SITTTVL006 Book tourism products and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL009 Process travel-related documentation	SITTTVL006 Book tourism products and process documentation	N Merge of SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 Process travel-related documentation Significant changes to E, PCs, PE, KE and AC.
SITTTSL010 Use a computerised reservations or operations system	SITTTVL007 Use a computerised reservations or operations system	E Minor changes to PE, KE and AC.
SITTTSL011 Source airfares for domestic flights	SITTTVL008 Source airfares and issue tickets for domestic flights	N Title changed to reflect updated content Addition of new element to meet job role requirements Changes to PE, KE and AC.
SITTTSL012 Construct normal international airfares	SITTTVL009 Construct international airfares	N Merge of SITTTSL012 Construct normal international airfares and

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
		SITTTSL013 Construct promotional international airfares Significant changes to E, PCs, PE, KE and AC.
SITTTSL013 Construct promotional international airfares	SITTTVL009 Construct international airfares	N Merge of SITTTSL012 Construct normal international airfares and SITTTSL013 Construct promotional international airfares Significant changes to E, PCs, PE, KE and AC.
SITTTSL014 Construct advanced international airfares	SITTTVL010 Construct advanced international airfares	N Prerequisite unit not equivalent
SITTTSL015 Administer billing and settlement plan		Deleted.
SITTTSL016 Provide specialist advice on cruises	SITTTVL011 Provide specialist advice on cruises	E Minor changes to PCs, PE, KE and AC.
SITTTSL017 Maintain product inventories		Deleted.
Venue and Facility Operations (VAF)		
SITTVAF001 Load and unload a ride	SITTVAF006 Load and unload a ride	E Minor changes to KE and AC.
SITTVAF002 Operate a ride location	SITTVAF007 Operate a ride location	E Minor changes to KE and AC.
SITTVAF003 Operate a games location	SITTVAF008 Operate a games location	E Minor changes to KE and AC.
SITTVAF004 Tow and site recreational vehicles	SITTVAF009 Tow and site recreational vehicles	E Minor changes to KE and AC.
SITTVAF005 Fill LPG gas cylinders	SITTVAF010 Fill LPG gas cylinders	E Minor changes to PE, KE and AC.
Cross Sector		
Client and Customer Service (CCS)		
SITXCCS001 Provide customer information and assistance	SITXCCS009 Provide customer information and assistance	E Minor changes to A, PE, KE and AC.
SITXCCS002 Provide visitor information	SITXCCS010 Provide visitor information	E Minor changes to A, PE, KE and AC.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITXCCS003 Interact with customers	SITXCCS011 Interact with customers	E Minor changes to PE, KE and AC.
SITXCCS004 Provide lost and found services	SITXCCS012 Provide lost and found services	E Minor changes to A, PE, KE and AC.
SITXCCS005 Provide club reception services	SITXCCS013 Provide club reception services	E Minor changes to KE and AC.
SITXCCS006 Provide service to customers	SITXCCS014 Provide service to customers	E Minor changes to KE and AC.
SITXCCS007 Enhance customer service experiences	SITXCCS015 Enhance customer service experiences	E Minor changes to KE and AC.
SITXCCS008 Develop and manage quality customer service practices	SITXCCS016 Develop and manage quality customer service practices	E Minor changes to KE and AC.
	SITXCCS017 Use a computerised booking system	New Unit.
	SITXCCS018 Make bookings and process documentation	New Unit.
	SITXCCS019 Prepare quotations	New Unit.
Communication and Teamwork (COM)		
SITXCOM001 Source and present information	SITXCOM006 Source and present information	E Minor changes to FS and PE.
SITXCOM002 Show social and cultural sensitivity	SITXCOM007 Show social and cultural sensitivity	E Minor changes to PCs, PE, KE and AC.
SITXCOM003 Provide a briefing or scripted commentary	SITXCOM008 Provide a briefing or scripted commentary	E Minor changes to PE, KE and AC.
SITXCOM004 Address protocol requirements	SITXCOM009 Address protocol requirements	E Minor changes to PE, KE and AC.
SITXCOM005 Manage conflict	SITXCOM010 Manage conflict	E Minor changes to PE, KE and AC.
Crisis Management (CRI)		
SITXCRI001 Respond to a customer in crisis	SITXCRI003 Respond to a customer in crisis	E Minor changes to PE, KE and AC.
SITXCRI002 Manage a business continuity crisis	SITXCRI004 Manage a business continuity crisis	E Minor changes to PE, KE and AC.
E-Business (EBS)		

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITXEBS001 Use social media in a business		Deleted.
SITXEBS002 Develop, implement and monitor the use of social media in a business		Deleted.
SITXEBS003 Build and launch a small business website		Deleted.
Finance (FIN)		
SITXFIN001 Process financial transactions	SITXFIN007 Process financial transactions	E Minor changes to PCs, PE, KE and AC.
SITXFIN002 Interpret financial information	SITXFIN008 Interpret financial information	E Minor changes to PE, KE and AC.
SITXFIN003 Manage finances within a budget	SITXFIN009 Manage finances within a budget	E Minor changes to PCs, FS, PE, KE and AC.
SITXFIN004 Prepare and monitor budgets	SITXFIN010 Prepare and monitor budgets	E Minor changes to FS, PE, KE and AC.
SITXFIN005 Manage physical assets	SITXFIN011 Manage physical assets	E Minor changes to FS, PE, KE and AC.
SITXFIN006 Manage revenue	SITXFIN012 Manage revenue	E Minor changes to FS, KE and AC.
Food Safety (FSA)		
SITXFSA001 Use hygienic practices for food safety	SITXFSA005 Use hygienic practices for food safety	E Changes to PC, PE, KE and AC
SITXFSA002 Participate in safe food handling practices	SITXFSA006 Participate in safe food handling practices	E Changes to PC, PE, KE and AC
SITXFSA003 Transport and store food	SITXFSA007 Transport and store food	N Addition of prerequisites Changes to PC, PE, KE and AC
SITXFSA004 Develop and implement a food safety program	SITXFSA008 Develop and implement a food safety program	N Addition of prerequisites Changes to PC, PE, KE and AC
Governance and Legal Compliance (GLC)		
SITXGLC001 Research and comply with regulatory requirements	SITXGLC002 Identify and manage legal risks and comply with law	N Title change Significant changes to A, E, PCs, PE, KE and AC.
Human Resource Management (HRM)		

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITXHRM001 Coach others in job skills	SITXHRM007 Coach others in job skills	E Minor changes to A, PE, KE and AC.
SITXHRM002 Roster staff	SITXHRM008 Roster staff	E Minor changes to PE, KE and AC.
SITXHRM003 Lead and manage people	SITXHRM009 Lead and manage people	E Minor changes to PE, KE and AC.
SITXHRM004 Recruit, select and induct staff	SITXHRM010 Recruit, select and induct staff	E Minor changes to PE, KE and AC.
SITXHRM005 Manage volunteers	SITXHRM011 Manage volunteers	E Minor changes to PE, KE and AC.
SITXHRM006 Monitor staff performance	SITXHRM012 Monitor staff performance	E Minor changes to PE, KE and AC.
Inventory		
SITXINV001 Receive and store stock SITXINV002 Maintain the quality of perishable items	SITXINV006 Receive, store and maintain stock	N Unit supersedes and merges content from two previous units
SITXINV003 Purchase goods	SITXINV007 Purchase goods	E Changes to PC, PE, KE and AC
SITXINV004 Control stock	SITXINV008 Control stock	E Changes to PC, PE, KE and AC
SITXINV005 Establish stock and purchasing and control systems	SITXINV009 Establish stock purchasing and control systems	E Minor changes to PE, KE and AC.
Languages other than English (LAN)		
SITXLAN001 Conduct basic oral communication in a language other than English	SITXLAN007 Conduct basic oral communication in a language other than English	E Minor changes to PE, KE and AC.
SITXLAN002 Conduct routine oral communication in a language other than English		Deleted.
SITXLAN003 Conduct oral communication in a language other than English	SITXLAN008 Conduct oral communication in a language other than English	E Minor changes to PE, KE and AC.
SITXLAN004 Conduct complex oral communication in a language other than English		Deleted.

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITXLAN005 Read and write information in a language other than English	SITXLAN009 Read and write information in a language other than English	E Minor changes to PE, KE and AC.
SITXLAN006 Read and write documents in a language other than English		Deleted.
Management and Leadership (MGT)		
SITXMGT001 Monitor work operations	SITXMGT004 Monitor work operations	E Minor changes to PE, KE and AC.
SITXMGT002 Establish and conduct business relationships	SITXMGT005 Establish and conduct business relationships	E Minor changes to KE and AC.
SITXMGT003 Manage projects	SITXMGT006 Manage projects	E Minor changes to FS, PE, KE and AC.
Marketing and Public Relations (MPR)		
SITXMPR001 Coordinate production of brochures and marketing materials	SITXMPR009 Coordinate production of brochures and marketing materials	E Minor changes to PE, KE and AC.
SITXMPR002 Create a promotional display or stand	SITXMPR010 Create a promotional display or stand	E Minor changes to PE, KE and AC.
SITXMPR003 Plan and implement sales activities	SITXMPR011 Plan and implement sales activities	E Minor changes to FS, KE and AC.
SITXMPR004 Coordinate marketing activities	SITXMPR012 Coordinate marketing activities	E Minor changes to FS and AC.
SITXMPR005 Participate in cooperative online marketing initiatives	SITXMPR013 Participate in cooperative online marketing initiatives	E Minor changes to PE, KE and AC.
SITXMPR006 Obtain and manage sponsorship	SITXMPR015 Obtain and manage sponsorship	E Minor changes to FS, PE, KE and AC.
SITXMPR007 Develop and implement marketing strategies	SITXMPR014 Develop and implement marketing strategies	E Minor changes to PE, KE and AC.
SITXMPR008 Prepare and present proposals	SITXMPR016 Prepare and present proposals	E Minor changes to FS, PE, KE and AC.
Work Health and Safety (WHS)		

Unit of Competency Mapping		
Previous unit of competency SIT V1.2	Replacement unit of competency SIT V2.0	Comment in relation to previous version E = Equivalent N = Not equivalent
SITXWHS001 Participate in safe work practices	SITXWHS005 Participate in safe work practices	E Minor changes to PE, KE and AC.
SITXWHS002 Identify hazards, assess and control safety risks	SITXWHS006 Identify hazards, assess and control safety risks	E Minor changes to PE, KE and AC.
SITXWHS003 Implement and monitor work health and safety practices	SITXWHS007 Implement and monitor work health and safety practices	E Minor changes to E, PCs, FS, PE, KE and AC.
SITXWHS004 Establish and maintain a work health and safety system	SITXWHS008 Establish and maintain a work health and safety system	E Minor changes to PE, KE and AC.

Appendix D: Packaging of Units in SIT Qualifications

Units of Competency do not have an AQF level; Qualifications do. To understand the complexity of the Unit of Competency and to choose appropriate Units of Competency for electives, users should:

- read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered
- read the Application Statement which describes to whom the Unit of Competency applies
- refer to the following table which indicates where Units of Competency are packaged in a Qualification in the *SIT Tourism, Travel and Hospitality Training Package*.

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
EVENTS (E)							
Events (EVT)							
SITEEVT020	Source and use information on the events industry			✓	✓	✓	
SITEEVT021	Administer event registrations			✓	✓	✓	
SITEEVT022	Provide event production support			✓	✓		
SITEEVT023	Plan in-house events			✓	✓	✓	✓
SITEEVT024	Develop conference and event programs			✓		✓	
SITEEVT025	Select event venues and sites			✓		✓	✓
SITEEVT026	Manage event production components			✓		✓	✓
SITEEVT027	Organise event infrastructure					✓	✓
SITEEVT028	Manage on-site event operations					✓	✓
SITEEVT029	Research event industry trends and practice					✓	✓
SITEEVT030	Develop event concepts					✓	✓
SITEEVT031	Determine event feasibility						✓
SITEEVT032	Develop and implement event management plans						✓
SITEEVT033	Develop event transport plans					✓	✓
SITEEVT034	Develop crowd management plans					✓	✓
SITEEVT035	Develop multi-venue event plans					✓	✓
SITEEVT036	Plan and allocate exhibition space					✓	✓
SITEEVT037	Recruit and manage exhibitors					✓	✓
HOSPITALITY (H)							
Accommodation Services (ACS)							
SITHACS009	Clean premises and equipment	✓	✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHACS010	Provide housekeeping services to guests		✓	✓	✓	✓	✓
SITHACS011	Prepare rooms for guests		✓	✓	✓	✓	✓
SITHACS012	Laundry linen and guest clothes		✓	✓	✓	✓	✓
SITHACS013	Provide porter services		✓	✓	✓	✓	✓
SITHACS014	Provide valet services			✓	✓	✓	✓
SITHACS015	Conduct night audit			✓	✓	✓	✓
SITHACS016	Provide accommodation reception services			✓	✓	✓	✓
Asian Cookery (ASC)							
SITHASC020	Prepare dishes using basic methods of Asian cookery		✓	✓	✓	✓	✓
SITHASC021	Prepare Asian appetisers and snacks		✓	✓	✓	✓	✓
SITHASC022	Prepare Asian stocks and soups		✓	✓	✓	✓	✓
SITHASC023	Prepare Asian sauces, dips and accompaniments		✓	✓	✓	✓	✓
SITHASC024	Prepare Asian salads		✓	✓	✓	✓	✓
SITHASC025	Prepare Asian rice and noodles		✓	✓	✓	✓	✓
SITHASC026	Prepare curry pastes and powders		✓	✓	✓	✓	✓
SITHASC027	Prepare Asian cooked dishes			✓	✓	✓	✓
SITHASC028	Prepare Asian desserts			✓	✓	✓	✓
SITHASC029	Prepare Japanese cooked dishes			✓	✓	✓	✓
SITHASC030	Prepare sashimi			✓	✓	✓	✓
SITHASC031	Prepare sushi			✓	✓	✓	✓
SITHASC032	Produce Japanese desserts			✓	✓	✓	✓
SITHASC033	Prepare dim sum			✓	✓	✓	✓
SITHASC034	Prepare Chinese roast meat and poultry dishes			✓	✓	✓	✓
SITHASC035	Prepare tandoori dishes			✓	✓	✓	✓
SITHASC036	Prepare Indian breads			✓	✓	✓	✓
SITHASC037	Prepare Indian sweetmeats			✓	✓	✓	✓
SITHASC038	Prepare Indian pickles and chutneys			✓	✓	✓	✓
Commercial Cookery and Catering (CCC)							
SITHCCC023	Use food preparation equipment	✓	✓	✓	✓	✓	✓
SITHCCC024	Prepare and present simple dishes	✓	✓	✓			
SITHCCC025	Prepare and present sandwiches	✓	✓	✓		✓	✓
SITHCCC026	Package prepared foodstuffs	✓	✓	✓	✓	✓	✓
SITHCCC027	Prepare dishes using basic methods of cookery		✓	✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Di p	Adv Dip
SITHCCC028	Prepare appetisers and salads		✓	✓	✓	✓	✓
SITHCCC029	Prepare stocks, sauces and soups		✓	✓	✓	✓	✓
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes		✓	✓	✓	✓	✓
SITHCCC031	Prepare vegetarian and vegan dishes		✓	✓	✓	✓	✓
SITHCCC032	Produce cook-chill and cook-freeze foods		✓	✓	✓	✓	✓
SITHCCC033	Re-thermalise chilled and frozen foods		✓	✓	✓	✓	✓
SITHCCC034	Work effectively in a commercial kitchen			✓	✓	✓	✓
SITHCCC035	Prepare poultry dishes			✓	✓	✓	✓
SITHCCC036	Prepare meat dishes			✓	✓	✓	✓
SITHCCC037	Prepare seafood dishes			✓	✓	✓	✓
SITHCCC038	Produce and serve food for buffets			✓	✓	✓	✓
SITHCCC039	Produce pates and terrines			✓	✓	✓	✓
SITHCCC040	Prepare and serve cheese			✓	✓	✓	✓
SITHCCC041	Produce cakes, pastries and breads			✓	✓	✓	✓
SITHCCC042	Prepare food to meet special dietary requirements			✓	✓	✓	✓
SITHCCC043	Work effectively as a cook			✓	✓	✓	✓
SITHCCC044	Prepare specialised food items			✓	✓	✓	✓
Food and Beverage (FAB)							
SITHFAB021	Responsible service of alcohol		✓	✓	✓	✓	✓
SITHFAB022	Clean and tidy bar areas	✓	✓	✓	✓		
SITHFAB023	Operate a bar		✓	✓	✓	✓	✓
SITHFAB024	Prepare and serve non-alcoholic beverages		✓	✓	✓	✓	✓
SITHFAB025	Prepare and serve espresso coffee		✓	✓	✓	✓	✓
SITHFAB026	Provide room service		✓	✓	✓	✓	✓
SITHFAB027	Serve food and beverage		✓	✓	✓	✓	✓
SITHFAB028	Operate and monitor cellar systems			✓	✓	✓	✓
SITHFAB029	Conduct a product tasting for alcoholic beverages			✓	✓	✓	✓
SITHFAB030	Prepare and serve cocktails			✓	✓	✓	✓
SITHFAB031	Provide advice on beers, spirits and liqueurs			✓	✓	✓	✓
SITHFAB032	Provide advice on Australian wines			✓	✓	✓	✓
SITHFAB033	Provide advice on imported wines			✓	✓	✓	✓
SITHFAB034	Provide table service of food and beverage			✓	✓	✓	✓
SITHFAB035	Provide silver service			✓	✓	✓	✓

Unit Code	Unit title	Cert I	Cert II	Cert III	Cert IV	Dip	Adv Dip
SITHFAB036	Provide advice on food			✓	✓	✓	✓
SITHFAB037	Provide advice on food and beverage matching			✓	✓	✓	✓
SITHFAB038	Plan and monitor espresso coffee service				✓	✓	✓
SITHFAB039	Manage the sale or service of wine			✓		✓	✓
Gaming (GAM)							
SITHGAM022	Provide responsible gambling services		✓	✓	✓	✓	✓
SITHGAM023	Attend gaming machines		✓	✓	✓	✓	✓
SITHGAM024	Operate a TAB outlet		✓	✓	✓	✓	✓
SITHGAM025	Conduct Keno games		✓	✓	✓	✓	✓
SITHGAM026	Analyse and report on gaming machine data			✓	✓	✓	✓
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			✓	✓	✓	✓
Working in Industry (IND)							
SITHIND005	Use hygienic practices for hospitality service	✓	✓	✓	✓	✓	✓
SITHIND006	Source and use information on the hospitality industry		✓	✓	✓	✓	✓
SITHIND007	Use hospitality skills effectively		✓				
SITHIND008	Work effectively in hospitality service			✓	✓	✓	✓

Kitchen Operations (KOP)							
SITHKOP009	Clean kitchen premises and equipment	✓	✓	✓			
SITHKOP010	Plan and cost recipes			✓	✓		
SITHKOP011	Plan and implement service of buffets				✓	✓	✓
SITHKOP012	Develop recipes for special dietary requirements				✓	✓	✓
SITHKOP013	Plan cooking operations				✓	✓	✓
SITHKOP014	Plan catering for events or functions				✓	✓	✓
SITHKOP015	Design and cost menus					✓	✓
SITHKOP016	Select catering systems					✓	✓
Patisserie (PAT)							
SITHPAT011	Produce cakes			✓	✓	✓	✓
SITHPAT012	Produce specialised cakes			✓	✓	✓	✓
SITHPAT013	Produce pastries			✓	✓	✓	✓
SITHPAT014	Produce yeast-based bakery products			✓	✓	✓	✓
SITHPAT015	Produce petits fours			✓	✓	✓	✓
SITHPAT016	Produce desserts			✓	✓	✓	✓
SITHPAT017	Prepare and model marzipan				✓	✓	✓
SITHPAT018	Produce chocolate confectionery				✓	✓	✓
SITHPAT019	Model sugar-based decorations				✓	✓	✓
SITHPAT020	Design and produce sweet showpieces				✓	✓	✓
TOURISM (T)							
Guiding (GDE)							
SITTGDE013	Interpret aspects of local Australian Indigenous culture	✓	✓	✓	✓		
SITTGDE014	Work as a guide			✓	✓		
SITTGDE015	Provide arrival and departure assistance			✓	✓		
SITTGDE016	Lead tour groups			✓	✓	✓	✓
SITTGDE017	Prepare and present tour commentaries or activities			✓	✓	✓	✓
SITTGDE018	Develop and maintain the general and regional knowledge required by guides			✓	✓	✓	✓
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			✓	✓	✓	✓
SITTGDE023	Coordinate and operate tours				✓	✓	✓
SITTGDE024	Manage extended touring programs				✓		
Working in Industry (IND)							
SITTIND003	Source and use information on the tourism and travel industry		✓	✓	✓	✓	✓
SITTIND004	Source and use information on the holiday park and resort industry		✓	✓			
Planning and Product Development (PPD)							
SITTPPD012	Package tourism products				✓	✓	
SITTPPD013	Develop interpretive activities				✓	✓	
SITTPPD014	Coordinate and operate sustainable tourism activities				✓	✓	
SITTPPD015	Develop in-house recreational activities				✓	✓	
SITTPPD016	Research and analyse tourism data					✓	✓
SITTPPD017	Develop tourism products						✓
SITTPPD018	Develop environmentally sustainable tourism operations						✓
SITTPPD019	Develop culturally appropriate tourism operations						✓
Tour Operations (TOP)							
SITTTOP006	Load touring equipment and supplies			✓	✓	✓	✓
SITTTOP007	Provide outdoor catering			✓	✓	✓	✓
SITTTOP008	Allocate tour or activity resources				✓	✓	✓
SITTTOP009	Set up and operate a camp site				✓	✓	✓
SITTTOP010	Operate tours in a remote area				✓	✓	✓
Travel (TVL)							
SITTTVL001	Access and interpret product information		✓	✓	✓	✓	✓
SITTTVL002	Provide advice on international destinations			✓	✓	✓	✓
SITTTVL003	Provide advice on Australian destinations			✓	✓	✓	✓
SITTTVL004	Sell tourism products or services			✓	✓	✓	✓
SITTTVL005	Prepare customer quotations			✓	✓	✓	✓

SITTTVL006	Book tourism products and process documentation			✓	✓	✓	✓
SITTTVL007	Use a computerised reservations or operations system			✓	✓	✓	✓
SITTTVL008	Source airfares and issue tickets for domestic flights			✓	✓	✓	✓
SITTTVL009	Construct international airfares			✓	✓	✓	✓
SITTTVL010	Construct advanced international airfares			✓	✓	✓	✓
SITTTVL011	Provide specialist advice on cruises			✓	✓	✓	✓
Venue and Facility Operations (VAF)							
SITTVAF006	Load and unload a ride		✓	✓			
SITTVAF007	Operate a ride location		✓	✓			
SITTVAF008	Operate a games location			✓			
SITTVAF009	Tow and site recreational vehicles			✓	✓		
SITTVAF010	Fill LPG gas cylinders			✓	✓		
CROSS-SECTOR (X)							
Client and Customer Service (CCS)							
SITXCCS009	Provide customer information and assistance	✓	✓	✓			
SITXCCS010	Provide visitor information		✓	✓	✓	✓	✓
SITXCCS011	Interact with customers		✓				
SITXCCS012	Provide lost and found services			✓	✓	✓	✓
SITXCCS013	Provide club reception services			✓	✓	✓	✓
SITXCCS014	Provide service to customers			✓	✓		
SITXCCS015	Enhance customer service experiences				✓	✓	✓
SITXCCS016	Develop and manage quality customer service practices					✓	✓
Communication and Teamwork (COM)							
SITXCOM006	Source and present information	✓	✓	✓			
SITXCOM007	Show social and cultural sensitivity		✓	✓	✓		
SITXCOM008	Provide a briefing or scripted commentary		✓	✓			
SITXCOM009	Address protocol requirements			✓	✓	✓	✓
SITXCOM010	Manage conflict				✓	✓	✓
Crisis Management (CRI)							
SITXCRI003	Respond to a customer in crisis			✓	✓	✓	
SITXCRI004	Manage a business continuity					✓	✓

	crisis							
Finance (FIN)								
SITXFIN007	Process financial transactions		✓	✓	✓	✓		
SITXFIN008	Interpret financial information				✓	✓	✓	
SITXFIN009	Manage finances within a budget			✓	✓	✓	✓	
SITXFIN010	Prepare and monitor budgets					✓	✓	
SITXFIN011	Manage physical assets						✓	
SITXFIN012	Manage revenue						✓	
Food Safety (FSA)								
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				✓	✓	✓	
Governance and Legal Compliance (GLC)								
SITXGLC002	Identify and manage legal risks and comply with law					✓	✓	
Human Resource Management (HRM)								
SITXHRM007	Coach others in job skills			✓	✓	✓		
SITXHRM008	Roster staff				✓	✓	✓	
SITXHRM009	Lead and manage people				✓	✓	✓	
SITXHRM010	Recruit, select and induct staff					✓	✓	
SITXHRM011	Manage volunteers					✓	✓	
SITXHRM012	Monitor staff performance					✓	✓	
Inventory (INV)								
SITXINV006	Receive, store and maintain stock		✓	✓	✓	✓	✓	
SITXINV007	Purchase goods			✓	✓	✓	✓	
SITXINV008	Control stock				✓	✓	✓	
SITXINV009	Establish stock and purchasing and control systems						✓	

Languages other than English (LAN)							
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			✓	✓	✓	
Management and Leadership (MGT)							
SITXMGT004	Monitor work operations				✓	✓	✓
SITXMGT005	Establish and conduct business relationships					✓	✓
SITXMGT006	Manage projects					✓	✓
Marketing and Public Relations (MPR)							
SITXMPR009	Coordinate production of brochures and marketing materials				✓	✓	✓
SITXMPR010	Create a promotional display or stand				✓	✓	✓
SITXMPR011	Plan and implement sales activities				✓	✓	✓
SITXMPR012	Coordinate marketing activities				✓	✓	✓
SITXMPR013	Participate in cooperative online marketing initiatives				✓	✓	✓
SITXMPR014	Develop and implement marketing strategies					✓	✓
SITXMPR015	Obtain and manage sponsorship					✓	✓
SITXMPR016	Prepare and present proposals					✓	✓
Work Health and Safety (WHS)							
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						✓