

**Victorian Purchasing Guide
for
SIT12 Tourism, Travel and Hospitality Training Package
Version No 2**

December 2013





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Victorian Purchasing Guide — Version History

Training Package Version	Date VPG Approved	Comments
SIT12 Tourism, Travel and Hospitality v2	18 December 2013	<p>This Victorian Purchasing Guide reflects the changes made to SIT12 Tourism, Hospitality and Events Training Package v2 15 Revised Qualifications and 2 new units.</p> <p>For more information, refer to the modification history and summary mapping in the Training Package.</p>
SIT12 Tourism, Travel and Hospitality v1.1	15 May 2013	<p>This Victorian Purchasing Guide reflects the changes made to (SIT12 Tourism, Travel and Hospitality Training Package V1 &1.1). SIT12 Tourism, Travel and Hospitality Training Package v1 represented a full review of the previous Training Package. Version 1.1 was published on TGA on 1 March 2013 to correct mistakes in the mapping of qualifications and other issues that were apparent in Version 1</p> <p>For more information, refer to the modification history and summary mapping in the Training Package.</p>
SIT07 Tourism, Hospitality and Events Training Package 3	31 May 2012	<p>Changes to the SIT30207 qualification title from Certificate III in Tourism (Retail Travel Sales) to Certificate III in Travel, generating an update in the code to SIT30212. No change in qualification structure. ISC upgrade for the updating of superseded elective imported units in SIT30212 to their current equivalent versions.</p> <ul style="list-style-type: none"> • BSBCUS401A Coordinate implementation of customer service strategies updated to BSBCUS401B Coordinate implementation of customer service strategies • BSBITU302A Create electronic presentations updated to BSBITU302B Create electronic presentations. <p>Mandatory Text and mapping information updated.</p> <p>For more information, refer to the modification history and summary mapping in the Training Package.</p>
SIT07 Tourism, Hospitality and Events Training Package 2.3	22 September 2011	<p>This Victorian Purchasing Guide reflects the changes made to SIT07 Tourism, Hospitality and Events Training Package 2.3 This Victorian Purchasing Guide is an amalgamation of multiple (v2.1, 2. 2 and 2.3) Training Package versions.</p> <p>For more information, refer to the modification history and summary mapping in the Training Package.</p>
Version 2	21 May 2010	<p>Based on version 2 of SSA version available on the NTIS. Addition of four Holiday Parks and Resorts qualifications : SIT20509 Certificate II in Holiday Parks and Resorts SIT31209 Certificate III in Holiday Parks and Resorts SIT40809 Certificate IV in Holiday Parks and Resorts SIT50409 Diploma of Holiday Parks and Resorts Addition of four Holiday Parks and Resorts units of competency Addition of seven Food and Beverage units Deletion of nine units Version identifiers changed from A to B for nine units</p> <p>For more information, refer to the modification history and summary mapping in the Training Package.</p>
Version 1	20 May 2009	<p>Minor Update due to the following: The published version of SIT07 Tourism, Hospitality and Events Training Package on the NTIS website contains a number of inconsistencies. This applies to both the electronic and downloadable versions of the Training Package on NTIS. The downloadable version of SIT07 published on NTIS is not an SSA publication and does not reflect the endorsed version of the package. This is particularly relevant to the incorrect packaging of pre-requisite units on NTIS version. SSA master files have been provided to DEEWR and will be loaded as PDF</p>

		documents onto NTIS shortly. Unfortunately NTIS are unable to provide a timeline for when this will occur. SIT07 master files will be available to download from our website tomorrow (30 April 2009) by following this link: http://www.serviceskills.com.au/index.php?option=com_content&task=view&id=942 (Source: Service Skills Australia email 5/5/09)
Version 1	17 June 2008	Initial release

SIT12 Tourism, Travel and Hospitality Training Package Victorian Purchasing Guide

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INTRODUCTION

What is a Victorian Purchasing Guide?

The Victorian Purchasing Guide provides information for use by Registered Training Organisations (RTOs) in the provision of Victorian government subsidised training.

Specifically the Victorian Purchasing Guide provides the following information related to the delivery of nationally endorsed Training Packages in Victoria:

- The nominal hour range (minimum-maximum) available for each qualification.
- Nominal hours for each unit of competency within the Training Package.
- Sample Training Programs

Registration

RTOs must be registered by either the Victorian Registration and Qualifications Authority (VRQA) or the Australian Skills Qualification Authority (ASQA) regulatory body to be eligible to issue qualifications and statements of attainment under the Australian Quality Framework (AQF).

The VRQA is the regulatory authority for Victoria that registers VET training organisations who provide courses to domestic students only and who only offer training in Victoria.

To register to provide training to international students and in other Australian states and territories you will need to apply with ASQA.

QUALIFICATIONS

Code	Title	Qualification Nominal Hour Range	
		Minimum	Maximum
SIT10112	Certificate I in Tourism (Australian Indigenous Culture)	167	202
SIT10213	Certificate I in Hospitality	92	107
SIT20112	Certificate II in Tourism	167	357
SIT20213	Certificate II in Hospitality	172	387
SIT20312	Certificate II in Kitchen Operations	280	415
SIT20412	Certificate II in Asian Cookery	310	385
SIT20512	Certificate II in Holiday Parks and Resorts	202	397
SIT30112	Certificate III in Tourism	265	592
SIT30513	Certificate III in Guiding	490	765
SIT30612	Certificate III in Events	417	632
SIT30713	Certificate III in Hospitality	322	552
SIT30813	Certificate III in Commercial Cookery	793	943
SIT30913	Certificate III in Asian Cookery	833	933
SIT31013	Certificate III in Catering Operations	465	733
SIT31113	Certificate III in Patisserie	673	698
SIT31212	Certificate III in Holiday Parks and Resorts	300	722
SIT31312	Certificate III in Travel	638	733
SIT40112	Certificate IV in Guiding	473	620
SIT40212	Certificate IV in Travel and Tourism	320	500
SIT40313	Certificate IV in Hospitality	600	865
SIT40413	Certificate IV in Commercial Cookery	1248	1393
SIT40513	Certificate IV in Asian Cookery	1157	1358
SIT40613	Certificate IV in Catering Operations	737	873
SIT40713	Certificate IV in Patisserie	1182	1315
SIT40812	Certificate IV in Holiday Parks and Resorts	340	500
SIT50112	Diploma of Travel and Tourism	580	770
SIT50212	Diploma of Events	730	1160
SIT50313	Diploma of Hospitality	875	1325
SIT50412	Diploma of Holiday Parks and Resorts	790	865
SIT60112	Advanced Diploma of Travel and Tourism	630	810
SIT60212	Advanced Diploma of Events	1070	1270
SIT60313	Advanced Diploma of Hospitality	1130	1665

UNITS OF COMPETENCY AND NOMINAL HOURS

RTOs are advised that there is a mapping table inside each Training Package that describes the relationship between new units and superseded or replaced units from the previous version of **SIT12 Tourism, Travel and Hospitality Training Package**. Information regarding transition arrangements can be obtained from the state or national VET Regulating Authority (see Contacts and Links section).

You must be sure that all training and assessment leading to qualifications or Statements of Attainment from the **SIT12 Tourism, Travel and Hospitality Training Package** is conducted against the Training Package units of competency and complies with the requirements in the assessment guidelines.

Listing of the Units of Competency and Nominal Hours

Unit Code	Unit Title	Nominal Hours
SITHACS101	Clean premises and equipment	15
SITHACS201	Provide housekeeping services to guests	10
SITHACS202	Prepare rooms for guests	25
SITHACS203	Launder linen and guests clothes	20
SITHACS204	Provide porter services	10
SITHACS301	Provide valet service	40
SITHACS302	Conduct night audit	20
SITHACS303	Provide accommodation reception services	30
SITHASC201	Produce dishes using basic methods of Asian cookery	90
SITHASC202	Produce Asian appetisers and snacks	45
SITHASC203	Produce Asian stocks and soups	25
SITHASC204	Produce Asian sauces, dips and accompaniments	15
SITHASC205	Produce Asian salads	40
SITHASC206	Produce Asian rice and noodles	30
SITHASC207	Produce curry pastes and powders	25
SITHASC301	Produce Asian cooked dishes	90
SITHASC302	Produce Asian desserts	50
SITHASC303	Produce Japanese cooked dishes	50
SITHASC304	Prepare sashimi	20
SITHASC305	Produce sushi	25
SITHASC306	Produce Japanese desserts	20
SITHASC307	Produce dim sum	30
SITHASC308	Produce Chinese roast meat and poultry dishes	30
SITHASC309	Produce tandoori dishes	20
SITHASC310	Produce Indian breads	35
SITHASC311	Produce Indian sweetmeats	25
SITHASC312	Produce Indian pickles and chutneys	20
SITXADM501	Prepare and present proposals	50
SITXCCS101	Provide information and assistance	20
SITXCCS201	Provide visitor information	35

Unit Code	Unit Title	Nominal Hours
SITXCCS202	Interact with customers	20
SITXCCS301	Provide lost and found services	2
SITXCCS302	Provide club reception services	20
SITXCCS303	Provide service to customers	25
SITXCCS401	Enhance the customer service experience	40
SITXCCS501	Manage quality customer service	30
SITHCCC101	Use food preparation equipment	25
SITHCCC102	Prepare simple dishes	25
SITHCCC103	Prepare sandwiches	10
SITHCCC104	Package prepared foodstuffs	15
SITHCCC201	Produce dishes using basic methods of cookery	45
SITHCCC202	Produce appetisers and salads	25
SITHCCC203	Produce stocks, sauces and soups	35
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes	45
SITHCCC205	Produce cook-chill and cook-freeze foods	70
SITHCCC206	Rethermalise chilled and frozen foods	20
SITHCCC207	Use cookery skills effectively	50
SITHCCC301	Produce poultry dishes	25
SITHCCC302	Produce seafood dishes	30
SITHCCC303	Produce meat dishes	50
SITHCCC304	Produce and serve food for buffets	25
SITHCCC305	Produce pates and terrines	30
SITHCCC306	Handle and serve cheese	5
SITHCCC307	Prepare food to meet special dietary requirements	75
SITHCCC308	Produce cakes, pastries and breads	40
SITHCCC309	Work effectively as a cook	80
SITHCCC401	Produce specialised food items	60
SITHCCC402	Prepare portion-controlled meat cuts	24
SITXCOM101	Source and present information	10
SITXCOM201	Show social and cultural sensitivity	20
SITXCOM202	Provide a briefing or scripted commentary	20
SITXCOM301	Address protocol requirements	25
SITXCOM401	Manage conflict	20
SITXICT401	Build and launch a small business website	85
SITXCRI401	Respond to a customer in crisis	30
SITXCRI601	Manage a business continuity crisis	50
SITXEVT301	Access information on event operations	25
SITXEVT302	Process and monitor event registrations	60
SITXEVT303	Coordinate on-site event registrations	40

Unit Code	Unit Title	Nominal Hours
SITXEVT304	Provide event staging support	31
SITXEVT401	Plan in-house events or functions	40
SITXEVT501	Develop conference programs	30
SITXEVT502	Select event venues and sites	35
SITXEVT503	Manage event staging components	40
SITXEVT504	Organise event infrastructure	40
SITXEVT505	Manage on-site event operations	60
SITXEVT601	Research event trends and practice	40
SITXEVT602	Develop event concepts	30
SITXEVT603	Determine event feasibility	50
SITXEVT604	Develop and implement event management plans	50
SITXEVT605	Develop event transport plans	30
SITXEVT606	Develop crowd management plans	30
SITXEVT607	Develop multi-venue event plans	30
SITXEVT608	Plan and allocate exhibition space	30
SITXEVT609	Recruit and manage exhibitors	30
SITXFIN201	Process financial transactions	25
SITXFIN401	Interpret financial information	60
SITXFIN402	Manage finances within a budget	30
SITXFIN501	Prepare and monitor budgets	30
SITXFIN601	Manage physical assets	40
SITXFIN602	Manage revenue	60
SITHFAB101	Clean and tidy bar areas	15
SITHFAB201	Provide responsible service of alcohol	10
SITHFAB202	Operate a bar	35
SITHFAB203	Prepare and serve non-alcoholic beverages	20
SITHFAB204	Prepare and serve espresso coffee	30
SITHFAB205	Provide room service	15
SITHFAB206	Serve food and beverage	80
SITHFAB301	Operate and monitor cellar systems	40
SITHFAB302	Conduct a product tasting for alcoholic beverages	40
SITHFAB303	Prepare and serve cocktails	20
SITHFAB304	Provide advice on beers, spirits and liqueurs	40
SITHFAB305	Provide advice on Australian wines	40
SITHFAB306	Provide advice on imported wines	40
SITHFAB307	Provide table service of food and beverage	110
SITHFAB308	Provide silver service	30
SITHFAB309	Provide advice on food	40
SITHFAB310	Provide advice on food and beverage matching	50

Unit Code	Unit Title	Nominal Hours
SITHFAB311	Provide gueridon service	20
SITHFAB401	Plan and monitor espresso coffee service	80
SITHFAB501	Manage the sale or service of wine	80
SITXFSA101	Use hygienic practices for food safety	15
SITXFSA201	Participate in safe food handling practices	40
SITXFSA202	Transport and store food	12
SITXFSA401	Develop and implement a food safety program	50
SITHGAM201	Provide responsible gambling services	10
SITHGAM202	Attend gaming machines	25
SITHGAM203	Operate a TAB outlet	40
SITHGAM204	Conduct Keno games	5
SITHGAM301	Analyse and report on gaming machine data	20
SITHGAM302	Operate table games	80
SITHGAM303	Deal Baccarat games	80
SITHGAM304	Conduct Big Wheel games	20
SITHGAM305	Deal Blackjack games	80
SITHGAM306	Deal Poker games	160
SITHGAM307	Deal Pontoon games	20
SITHGAM308	Conduct Rapid Roulette games	20
SITHGAM309	Conduct Roulette games	120
SITHGAM310	Conduct Sic Bo games	20
SITHGAM501	Manage gaming activities	120
SITXGLC501	Research and comply with regulatory requirements	80
SITTGDE101	Interpret aspects of local Australian Indigenous culture	100
SITTGDE301	Work as a guide	90
SITTGDE302	Provide arrival and departure assistance	20
SITTGDE303	Lead tour groups	30
SITTGDE304	Prepare and present tour commentaries or activities	70
SITTGDE305	Develop and maintain the general and regional knowledge required by guides	100
SITTGDE306	Research and share general information on Australian Indigenous cultures	80
SITTGDE307	Prepare specialised interpretive content on flora, fauna and landscape	80
SITTGDE308	Prepare specialised interpretive content on marine environments	80
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments	80
SITTGDE401	Coordinate and operate tours	70
SITTGDE402	Manage extended touring programs	70
SITXHRM301	Coach others in job skills	20
SITXHRM401	Roster staff	30

Unit Code	Unit Title	Nominal Hours
SITXHRM402	Lead and manage people	60
SITXHRM501	Recruit, select and induct staff	60
SITXHRM502	Manage volunteers	20
SITXHRM503	Monitor staff performance	50
SITXINV201	Receive and store stock	10
SITXINV202	Maintain the quality of perishable items	10
SITXINV301	Purchase goods	30
SITXINV401	Control stock	25
SITXINV601	Establish stock and purchasing and control systems	70
SITHKOP101	Clean kitchen premises and equipment	13
SITHKOP302	Plan and cost basic menus	30
SITHKOP401	Plan and display buffets	30
SITHKOP402	Develop menus for special dietary requirements	15
SITHKOP403	Coordinate cooking operations	100
SITHKOP404	Plan catering for events or function	40
SITHKOP501	Design and cost menus	30
SITHKOP502	Select catering systems	30
SITXLAN21	Conduct basic workplace oral communication in a language other than English	120
SITXLAN22	Conduct routine workplace oral communication in a language other than English	60
SITXLAN31	Conduct oral communication in a language other than English	60
SITXLAN32	Conduct complex oral communication in a language other than English	60
SITXLAN33	Read and write information in a language other than English	60
SITXLAN34	Read and write documents in a language other than English	60
SITXMGT401	Monitor work operations	20
SITXMGT501	Establish and conduct business relationships	60
SITXMGT502	Manage projects	60
SITXMPR401	Coordinate production of brochures and marketing materials	60
SITXMPR402	Create a promotional display or stand	30
SITXMPR403	Plan and implement sales activities	20
SITXMPR404	Coordinate marketing activities	30
SITXMPR405	Participate in cooperative online marketing initiatives	35
SITXMPR501	Obtain and manage sponsorship	30
SITXMPR502	Develop and implement marketing strategies	80
SITHPAT301	Produce cakes	24
SITHPAT302	Produce gateaux, torten and cakes	60
SITHPAT303	Produce pastries	24
SITHPAT304	Prepare yeast based bakery products	42
SITHPAT305	Produce petit fours	30

Unit Code	Unit Title	Nominal Hours
SITHPAT306	Produce desserts	100
SITHPAT401	Prepare and model marzipan	24
SITHPAT402	Produce chocolate confectionery	60
SITHPAT403	Model sugar based decorations	48
SITHPAT404	Design and produce sweet buffet showpieces	30
SITTPPD401	Package tourism products	25
SITTPPD402	Develop interpretive activities	60
SITTPPD403	Coordinate and operate sustainable tourism activities	70
SITTPPD404	Develop in-house recreational activities	60
SITTPPD501	Develop host community awareness of tourism	30
SITTPPD502	Assess tourism opportunities for local communities	30
SITTPPD503	Research and analyse tourism data	100
SITTPPD601	Develop tourism products	100
SITTPPD602	Develop environmentally sustainable tourism operations	70
SITTPPD603	Develop culturally appropriate tourism operations	60
SITTPPD604	Develop and implement local or regional tourism plan	60
SITTTOP301	Load touring equipment	30
SITTTOP302	Provide outdoor catering	80
SITTTOP401	Allocate tour or activity resources	30
SITTTOP402	Set up and operate a camp site	50
SITTTOP403	Operate tours in a remote area	73
SITTTSL201	Operate an online information system	40
SITTTSL202	Access and interpret product information	65
SITTTSL301	Provide advice on international destinations	45
SITTTSL302	Provide advice on Australian destinations	40
SITTTSL303	Sell tourism products and services	35
SITTTSL304	Prepare quotations	30
SITTTSL305	Process reservations	30
SITTTSL306	Book supplier services	20
SITTTSL307	Process travel-related documentation	26
SITTTSL308	Use a computerised reservations or operations system	120
SITTTSL309	Source airfares for domestic flights	35
SITTTSL310	Construct normal international airfares	40
SITTTSL311	Construct promotional international airfares	40
SITTTSL312	Construct advanced international airfares	40
SITTTSL313	Administer billing and settlement plan	20
SITTTSL314	Provide specialist advice on cruises	30
SITTTSL401	Maintain a product inventory	20
SITTVAF201	Load and unload a ride	10

Unit Code	Unit Title	Nominal Hours
SITTVAF301	Operate a ride location	60
SITTVAF302	Operate a games location	24
SITTVAF303	Tow and site recreational vehicles	15
SITXWHS101	Participate in safe work practices	12
SITXWHS301	Identify hazards, assess and control safety risks	30
SITXWHS401	Implement and monitor WHS practices	30
SITXWHS601	Establish and maintain an WHS system	30
SITHIND101	Use hygienic practices for hospitality service	10
SITHIND201	Source and use information on the hospitality industry	25
SITHIND202	Use hospitality skills effectively	0
SITHIND301	Work effectively in hospitality service	0
SITTIND201	Source and use information on the tourism and travel industry	25
SITTIND202	Source and use information on the holiday park and resort industry	25

SAMPLE TRAINING PROGRAMS

A range of Sample Training Plans have been provided to demonstrate the flexibility of qualifications contained in the **SIT12 Tourism, Travel and Hospitality Training Package**, but are by no means mandatory.

Occupation / Work Function	Assistant in an Indigenous cultural centre	
Qualification Title	Certificate I in Tourism (Australian Indigenous Culture)	
Qualification Code	SIT10112	
Description	This role provides general assistance to customers in a cultural centre	
Unit Code	Unit Title	Hours
Core		
SITTGDE101	Interpret aspects of local Australian Indigenous culture	100
SITXWHS101	Participate in safe work practices	12
Electives		
SITXCOM101	Source and present information	10
SITXCCS101	Provide information and assistance	20
SIRXSLS201	Sell products and services	20
BSBCMM201A	Communicate in the workplace	40
Total Hours		202

Occupation / Work Function	Museum Attendant	
Qualification Title	Certificate II in Tourism	
Qualification Code	SIT20112	
Description	This person works as a museum attendant	
Unit Code	Unit Title	Hours
Core		
SITTIND201	Source and use information on the tourism and travel industry	25
SITXCCS202	Interact with customers	20
SITXCOM201	Show social and cultural sensitivity	20
SITXWHS101	Participate in safe work practices	12
Electives		
SIRXSLS201	Sell products and services	20
CULCNM201A	Monitor collections for changes in condition	30
CULEVP201A	Assist with the presentation of public activities and events	50
CULMS201C	Develop and apply knowledge of the museum industry	60
SITXCOM202	Provide a briefing or scripted commentary	20
SITXFIN201	Process financial transactions	25
SITXCCS201	Provide visitor information	35
Total Hours		317

Occupation / Work Function	Travel Consultant	
Qualification Title	Certificate III in Travel	
Qualification Code	SIT31312	
Description	This qualification reflects the role of retail travel or outbound wholesale sales consultant	
Unit Code	Unit Title	Hours
Core		
SITTIND201	Source and use information on the tourism and travel industry	25
SITTTSL202	Access and interpret product information	65
SITTTSL301	Provide advice on international destinations	45
SITTTSL302	Provide advice on Australian destinations	40
SITTTSL303	Sell tourism products and services	35
SITTTSL304	Prepare quotations	30
SITTTSL306	Book supplier services	20
SITTTSL307	Process travel-related documentation	26
SITTTSL308	Use a computerised reservations or operations system	120
SITTTSL310	Construct normal international airfares	40
SITTTSL311	Construct promotional international airfares	40
SITXCCS303	Provide service to customers	25
SITXCOM201	Show social and cultural sensitivity	20
SITXWHS101	Participate in safe work practices	12
Electives		
SITTTSL313	Administer billing and settlement plan	20
SITTTSL309	Source airfares for domestic flights	35
BSBITU306A	Design and produce business documents	80
Total Hours		678

Occupation / Work Function	Assistant manager	
Qualification Title	Certificate IV in Travel and Tourism	
Qualification Code	SIT40212	
Description	This role is for an individual using a broad range of sales, marketing and operational skills as an assistant manager for a small tour operator	
Unit Code	Unit Title	Hours
Core		
SITXCCS401	Enhance the customer service experience	40
SITXCOM401	Manage conflict	20
SITXFIN401	Interpret financial information	60
SITXHRM301	Coach others in job skills	20
SITXWHS301	Identify hazards, assess and control safety risks	30
Electives		
SITXMPR401	Coordinate production of brochures and marketing materials	60
SITTGDE402	Manage extended touring programs	70
SITXHRM402	Lead and manage people	60
BSBREL401A	Establish networks	35
BSBMKG412A	Conduct e-marketing communications	30
Total Hours		425

Occupation / Work Function	Senior Manager	
Qualification Title	Advanced Diploma of Travel and Tourism	
Qualification Code	SIT60112	
Description	This role is for a senior manager/director using substantial depth of knowledge of the industry and managerial techniques	
Unit Code	Unit Title	Hours
Core		
BSBFIM601A	Manage finances	80
BSBMGT617A	Develop and implement a business plan	60
BSBRISK501B	Manage risk	60
SITTPPD601	Develop tourism products	100
SITXGLC501	Research and comply with regulatory requirements	80
SITXMPR502	Develop and implement marketing strategies	80
SITXWHS601	Establish and maintain an WHS system	30
Electives		
BSBMGT608C	Manage innovation and continuous improvement	70
SITTPPD602	Develop environmentally sustainable tourism operations	70
SITTPPD603	Develop culturally appropriate tourism operations	60
SITXCRI601	Manage a business continuity crisis	50
SITXFIN601	Manage physical assets	40
Total Hours		780

Occupation / Work Function	Food and Beverage Attendant	
Qualification Title	Certificate II in Hospitality	
Qualification Code	SIT20213	
Description	This role is for a food and beverage attendant	
Unit Code	Unit Title	Hours
Core		
BSBWOR203B	Work effectively with others	15
SITHIND201	Source and use information on the hospitality industry	25
SITHIND202	Use hospitality skills effectively	0
SITXCCS202	Interact with customers	20
SITXCOM201	Show social and cultural sensitivity	20
SITXWHS101	Participate in safe work practices	12
Electives		
SITXFSA101	Use hygienic practices for food safety	15
SITHFAB101	Clean and tidy bar areas	15
SITHFAB201	Provide responsible service of alcohol	10
SITHFAB202	Operate a bar	35
SITHFAB206	Serve food and beverage	80
BSBFIA301A	Maintain financial records	60
Total Hours		307

Occupation / Work Function	Sandwich hand	
Qualification Title	Certificate II in Kitchen Operations	
Qualification Code	SIT20312	
Description	This role is for individuals working in kitchens who use a defined and limited range of food preparation and cookery skills	
Unit Code	Unit Title	Hours
Core		
BSBWOR203B	Work effectively with others	15
SITHCCC101	Use food preparation equipment	25
SITHCCC201	Produce dishes using basic methods of cookery	45
SITHCCC207	Use cookery skills effectively	50
SITHKOP101	Clean kitchen premises and equipment	13
SITXFSA101	Use hygienic practices for food safety	15
SITXINV202	Maintain the quality of perishable items	10
SITXWHS101	Participate in safe work practices	12
Electives		
SITHCCC102	Prepare simple dishes	25
BSBCMM201A	Communicate in the workplace	40
SITXFSA201	Participate in safe food handling practices	40
SITHCCC203	Produce stocks, sauces and soups	35
SITHCCC204	Produce vegetable, fruit, egg and farinaceous dishes	45
Total Hours		370

Occupation / Work Function	Food and Beverage Supervisor	
Qualification Title	Certificate IV in Hospitality	
Qualification Code	SIT40313	
Description	Food and beverage supervisor working in a large restaurant	
Unit Code	Unit Title	Hours
Core		
BSBDIV501A	Manage diversity in the workplace	60
SITHIND301	Work effectively in hospitality service	0
SITXCCS401	Enhance the customer service experience	40
SITXCOM401	Manage conflict	20
SITXFIN402	Manage finances within a budget	30
SITXHRM301	Coach others in job skills	20
SITXHRM402	Lead and manage people	60
SITXMGT401	Monitor work operations	20
SITXWHS401	Implement and monitor WHS practices	30
Electives		
SITXFSA101	Use hygienic practices for food safety	15
SITHFAB201	Provide responsible service of alcohol	10
SITHFAB307	Provide table service of food and beverage	110
SITHFAB202	Operate a bar	35
SITHFAB310	Provide advice on food and beverage matching	50
SITHFAB304	Provide advice on beers, spirits and liqueurs	40
SITHFAB305	Provide advice on Australian wines	40
SITHFAB306	Provide advice on imported wines	40
SITHFAB309	Provide advice on food	40
SITXHRM401	Roster staff	30
SITXINV301	Purchase goods	30
SITXWHS301	Identify hazards, assess and control safety risks	30
Total Hours		750

Occupation / Work Function	Manager	
Qualification Title	Diploma of Hospitality	
Qualification Code	SIT50313	
Description	This role reflects individuals using sound knowledge of industry operations and a broad range of managerial skills to coordinate hospitality operations	
Unit Code	Unit Title	Hours
Core		
BSBDIV501A	Manage diversity in the workplace	60
BSBMGT515A	Manage operational plan	60
SITXCCS401	Enhance the customer service experience	40
SITXCCS501	Manage quality customer service	30
SITXCOM401	Manage conflict	20
SITXFIN402	Manage finances within a budget	30
SITXFIN501	Prepare and monitor budgets	30
SITXGLC501	Research and comply with regulatory requirements	80
SITXHRM401	Roster staff	30
SITXHRM402	Lead and manage people	60
SITXMGT401	Monitor work operations	20
SITXMGT501	Establish and conduct business relationships	60
SITXWHS401	Implement and monitor WHS practices	30
Electives		
SITXFSA101	Use hygienic practices for food safety	15
SITHCCC309	Work effectively as a cook	80
BSBSUS501A	Develop workplace policy and procedures for sustainability	50
SITHCCC307	Prepare food to meet special dietary requirements	75
SITHFAB309	Provide advice on food	40
SITHFAB310	Provide advice on food and beverage matching	50
SITHFAB501	Manage the sale or service of wine	
SITHKOP401	Plan and display buffets	30
SITHKOP402	Develop menus for special dietary requirements	15
SITHKOP501	Design and cost menus	30
SITHKOP404	Plan catering for events or function	40
SITXFSA401	Develop and implement a food safety program	50
SITXHRM501	Recruit, select and induct staff	60
SITXHRM503	Monitor staff performance	50
SITXINV401	Control stock	25
Total Hours		1160

Occupation / Work Function	Senior Manager	
Qualification Title	Advanced Diploma of Hospitality	
Qualification Code	SIT60313	
Description	This role reflects individuals operating at a senior level using substantial industry knowledge and wide ranging, specialised managerial skills	
Unit Code	Unit Title	Hours
Core		
BSBDIV501A	Manage diversity in the workplace	60
BSBFIM601A	Manage finances	80
BSBMGT515A	Manage operational plan	60
BSBMGT617A	Develop and implement a business plan	60
SITXCCS501	Manage quality customer service	30
SITXFIN402	Manage finances within a budget	30
SITXFIN501	Prepare and monitor budgets	30
SITXFIN601	Manage physical assets	40
SITXGLC501	Research and comply with regulatory requirements	80
SITXHRM402	Lead and manage people	60
SITXHRM501	Recruit, select and induct staff	60
SITXHRM503	Monitor staff performance	50
SITXMGT401	Monitor work operations	20
SITXMGT501	Establish and conduct business relationships	60
SITXMPR502	Develop and implement marketing strategies	80
SITXWHS601	Establish and maintain an WHS system	30
Electives		
SITXFSA101	Use hygienic practices for food safety	15
SITHCCC309	Work effectively as a cook	80
BSBHRM604A	Manage employee relations	60
BSBINN501A	Establish systems that support innovation	50
BSBINN502A	Build and sustain an innovative work environment	50
BSBMGT516C	Facilitate continuous improvement	60
BSBR501B	Manage risk	60
BSBSUS501A	Develop workplace policy and procedures for sustainability	50
SITHKOP402	Develop menus for special dietary requirements	15
SITHKOP501	Design and cost menus	30
SITHKOP502	Select catering systems	30
SITXADM501	Prepare and present proposals	50
SITXEVT601	Research event trends and practice	40
SITXEVT602	Develop event concepts	30
SITXFSA401	Develop and implement a food safety program	50
SITXINV601	Establish stock and purchasing and control systems	70
SITXMGT502	Manage projects	60
Total Hours		1630

Occupation / Work Function	Event Administrative Assistant	
Qualification Title	Certificate III in Events	
Qualification Code	SIT30612	
Description	This qualification reflects an events administrative role	
Unit Code	Unit Title	Hours
Core		
BSBWOR203B	Work effectively with others	15
SITXCCS303	Provide service to customers	25
SITXCOM201	Show social and cultural sensitivity	20
SITXEVT301	Access information on event operations	25
SITXWHS101	Participate in safe work practices	12
Electives		
SITTTSL202	Access and interpret product information	65
BSBITU306A	Design and produce business documents	80
SITXEVT302	Process and monitor event registrations	60
SITXEVT303	Coordinate on-site event registrations	40
BSBFIA301A	Maintain financial records	60
SITTTSL304	Prepare quotations	30
SITTTSL306	Book supplier services	20
SITXEVT304	Provide event staging support	31
Total Hours		483

Occupation / Work Function	Event Manager	
Qualification Title	Advanced Diploma of Events	
Qualification Code	SIT60212	
Description	This role is for individuals operating at a senior level and use substantial knowledge of event management processes and a wide range of specialised managerial skills to conceive, plan and stage events	
Unit Code	Unit Title	Hours
Core		
BSBADM502B	Manage meetings	30
BSBMGT608C	Manage innovation and continuous improvement	70
BSBRSK501B	Manage risk	60
BSBSUS501A	Develop workplace policy and procedures for sustainability	50
SITXCCS501	Manage quality customer service	30
SITXEVT503	Manage event staging components	40
SITXEVT601	Research event trends and practice	40
SITXEVT602	Develop event concepts	30
SITXEVT603	Determine event feasibility	50
SITXEVT604	Develop and implement event management plans	50
SITXFIN501	Prepare and monitor budgets	30
SITXGLC501	Research and comply with regulatory requirements	80
SITXHRM402	Lead and manage people	60
SITXMGT501	Establish and conduct business relationships	60
SITXMPR502	Develop and implement marketing strategies	80
SITXWHS601	Establish and maintain an WHS system	30
Electives		
BSBMGT617A	Develop and implement a business plan	60
CUVPUB501A	Develop and manage public relations strategies	40
BSBMKG607B	Manage market research	50
SITXEVT605	Develop event transport plans	30
SITXFIN602	Manage revenue	60
BSBHRM604A	Manage employee relations	60
SITXEVT504	Organise event infrastructure	40
BSBMGT515A	Manage operational plan	60
Total Hours		1190

Occupation / Work Function	Office Assistant	
Qualification Title	Certificate II in Holiday Parks and Resorts	
Qualification Code	SIT20512	
Description	Office assistant working in a holiday park or resort	
Unit Code	Unit Title	Hours
Core		
BSBWOR202A	Organise and complete daily work activities	20
SITTIND202	Source and use information on the holiday park and resort industry	25
SITXCCS202	Interact with customers	20
SITXWHS101	Participate in safe work practices	12
Electives		
BSBITU201A	Produce simple word processed documents	60
SITTTSL201	Operate an online information system	40
SITXCCS101	Provide information and assistance	20
BSBWOR204A	Use business technology	20
SIRXSLS002A	Advise on products and services	30
BSBSUS201A	Participate in environmentally sustainable work practices	20
SITXCOM201	Show social and cultural sensitivity	20
Total Hours		287

Occupation / Work Function	Administrator	
Qualification Title	Certificate III in Holiday Parks and Resorts	
Qualification Code	SIT31209	
Description	This reflects the role of an individual working in a caravan park or resort as an administrator or tourism consultant	
Unit Code	Unit Title	Hours
Core		
BSBSUS201A	Participate in environmentally sustainable work practices	20
BSBWOR202A	Organise and complete daily work activities	20
SITTIND202	Source and use information on the holiday park and resort industry	25
SITXCCS303	Provide service to customers	25
SITXCOM201	Show social and cultural sensitivity	20
SITXWHS101	Participate in safe work practices	12
SITXWHS301	Identify hazards, assess and control safety risks	30
Electives		
SITXCCS201	Provide visitor information	35
BSBFIA303A	Process accounts payable and receivable	30
BSBITU202A	Create and use spreadsheets	30
BSBITU306A	Design and produce business documents	80
BSBITU201A	Produce simple word processed documents	60
SITTTSL308	Use a computerised reservations or operations system	120
SITXCOM101	Source and present information	10
BSBCMM201A	Communicate in the workplace	40
SITTTSL305	Process reservations	30
SITTTSL304	Prepare quotations	30
SITTTSL303	Sell tourism products and services	35
SITTTSL202	Access and interpret product information	65
Total Hours		717

Occupation / Work Function	Park Manager/Operations Manager	
Qualification Title	Diploma of Holiday Parks and Resorts	
Qualification Code	SIT50412	
Description	This role reflects an individual with sound knowledge of industry operations and a broad range of managerial skills to coordinate holiday park operations or marketing and product development activities	
Unit Code	Unit Title	Hours
Core		
BSBWRT401A	Write complex documents	50
SITXCCS501	Manage quality customer service	30
SITXCOM401	Manage conflict	20
SITXFIN401	Interpret financial information	60
SITXFIN402	Manage finances within a budget	30
SITXFIN501	Prepare and monitor budgets	30
SITXHRM402	Lead and manage people	60
SITXMGT401	Monitor work operations	20
SITXMGT501	Establish and conduct business relationships	60
SITXWHS401	Implement and monitor WHS practices	30
Electives		
SITTPPD403	Coordinate and operate sustainable tourism activities	70
SITXMPR502	Develop and implement marketing strategies	80
SITXMPR401	Coordinate production of brochures and marketing materials	60
BSBR501B	Manage risk	60
SITXHRM501	Recruit, select and induct staff	60
BSBHRM504A	Manage workforce planning	60
SITXICT401	Build and launch a small business website	85
Total Hours		865

CONTACTS AND LINKS

Industry Skills Council (ISC)		
Service Skills Australia	This ISC is responsible for developing this of SIT12 Tourism, Travel and Hospitality Training Package and can be contacted for further information. You can also source copies of the Training Package and support material.	Address: Level 10, 171 Clarence St, Sydney Phone: 0282431200 Email: info@serviceskills.com.au Web: www.serviceskills.com.au
National Register for VET in Australia		
Training.gov.au (TGA)	TGA is the Australian governments' official National Register of information on Training Packages, qualifications, courses, units of competency and RTOs.	training.gov.au
Australian Government		
The Department of Industry	The Department of Industry provides a range of services and resources to assist in delivery of Training Packages. Search the "Innovation" website for links to a range of relevant resources and publications. Standards for Training Packages are at the website of the National Skills Standards Council.	http://www.innovation.gov.au http://www.nssc.natese.gov.au/
State Government		
Department of Education and Early Childhood Development Higher Education and Skills Group	Higher Education and Skills Group is responsible for funding and the implementation of Vocational Education and Training (VET) in Victoria, including Apprenticeships and Traineeships.	General information: www.skills.vic.gov.au Approved Training Schemes: http://www.skills.vic.gov.au/corporate/publications/brochures-and-fact-sheets/apprenticeships-and-traineeships-in-victoria-industry-guides
Curriculum Maintenance Manager (CMM)		
Tourism and Hospitality	The CMM service is provided by Executive Officers located within Victorian TAFE institutes on behalf of Higher Education and Skills Group.	Teresa Signorello Address: Phone: 0399195311 Email: teresa.signorello@vu.edu.au Web: http://trainingsupport.skills.vic.gov.au/cmminf.cfm
State VET Regulatory Authority		
Victorian	The VRQA is a statutory authority responsible for the registration of	www.vrqa.vic.gov.au

Registration and Qualifications Authority (VRQA)	education and training providers in Victoria to ensure the delivery of quality education and training.	Phone: 03 9637 2806
National VET Regulatory Authority		
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's VET sector vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.	www.asqa.gov.au Info line: 1300 701 801
Industry Regulatory Body		
Department of Justice, Victoria,	The industry Regulatory body can provide advice on licensing, legislative or regulatory requirements which may impact on the delivery of training or the issuance of qualifications in this Training Package.	121 Exhibition St GPO Box 4356 Melbourne VIC 3000 Phone: 03 8684 0000 http://www.justice.vic.gov.au/utility/contact/
WorkSafe		
WorkSafe Victoria	WorkSafe needs to provide written verification before High Risk Work Units can be added to an RTO's scope of registration.	www.worksafe.vic.gov.au Info line: 1800 136 089

GLOSSARY

Code	Nationally endorsed Training Package qualification code.
Title	Nationally endorsed Training Package qualification title.
Unit Code	Nationally endorsed Training Package unit code.
Unit Title	Nationally endorsed Training Package unit title.
Nominal Hours	The anticipated hours of supervised learning or training deemed necessary to conduct training and assessment activities associated with the program of study. These hours are determined by the Victorian State Training Authority. Nominal hours may vary for a qualification depending on the units of competency selected.
Scope of Registration	Scope of registration specifies the AQF qualifications and/or units of competency the training organisation is registered to issue and the industry training and/or assessment services it is registered to provide.