**Victorian Purchasing Guide**

**for**

**SIT12 Tourism, Travel and Hospitality Training Package**

**Version No 2**

**December 2013**

88x31

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Victorian Purchasing Guide ⎯ Version History

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| Training Package Version | Date VPG Approved | Comments |
| SIT12 Tourism, Travel and Hospitality v2 | 18 December 2013 | This Victorian Purchasing Guide reflects the changes made to SIT12 Tourism, Hospitality and Events Training Package v2  15 Revised Qualifications and 2 new units.  For more information, refer to the modification history and summary mapping in the Training Package. |
| SIT12 Tourism, Travel and Hospitality v1.1 | 15 May 2013 | 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  For more information, refer to the modification history and summary mapping in the Training Package. |
| SIT07 Tourism, Hospitality and Events Training Package 3 | 31 May 2012 | 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  ISC upgrade for the updating of superseded elective imported units in SIT30212 to their current equivalent versions.  • 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.  Mandatory Text and mapping information  updated.  For more information, refer to the modification history and summary mapping in the Training Package. |
| SIT07 Tourism, Hospitality and Events Training Package 2.3 | 22 September 2011 | 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.  For more information, refer to the modification history and summary mapping in the Training Package. |
| Version 2 | 21 May 2010 | 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  For more information, refer to the modification history and summary mapping in the Training Package. |
| Version 1 | 20 May 2009 | 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 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| BSBRSK501B | 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 |

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| Occupation / Work Function | Food and Beverage Attendant | |
| Qualification Title | Certificate lI 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |
| BSBRSK501B | 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |
| BSBRSK501B | 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

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| **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](http://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 Registration and Qualifications Authority (VRQA) | The VRQA is a statutory authority responsible for the registration of education and training providers in Victoria to ensure the delivery of quality education and training. | [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)  Phone: 03 9637 2806 |

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| **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](http://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](http://www.worksafe.vic.gov.au)  Info line: 1800 136 089 |

GLOSSARY

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| **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. |