**Victorian Purchasing Guide**

**for**

**SIT Tourism, Travel and Hospitality**

**Training PackageRelease 1.1**

**April 2016**

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Victorian Purchasing Guide - Version History

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| --- | --- | --- |
| Training Package Version | Date VPG Released | Comments |
| SIT Tourism, Travel and Hospitality  Training Package Release 1.1 | 4 May 2016 | SIT Release 1.0 was endorsed February 2016; SIT was updated 31st March 2016 to make ISC (SSO) corrections.  The VPG was under development when this occurred so this is the first SIT VPG generated. |

**SIT Tourism, Travel and Hospitality Training Package Victorian Purchasing Guide**

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INTRODUCTION

What is a Victorian Purchasing Guide?

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

Specifically, the VPG provides the following information related to the delivery of nationally endorsed Training Packages in Victoria:

* maximum and minimum payable hours available for each qualification.
* nominal hours for each unit of competency within the Training Package.

They also contain sample training programs which reflect a vocational outcome for the particular qualification it has been developed for.

Victorian Government subsidised training

To deliver government subsidised training in Victoria, an RTO must have an approved VET funding contract with the Department of Education and Training (DET).

The VET funding contract and related guidelines set out the requirements that RTOs must abide by to maintain compliance as contracted providers in receipt of government subsidy. The contract and guidelines set standards of behaviour, as well as prescribing minimum requirements with regard to provider practice in the delivery of training services.

For further information relating to obtaining a VET funding contract, please visit the Skills Victoria Training System (SVTS) website: <http://www.education.vic.gov.au/svts>

QUALIFICATIONS

| **Code** | **Title** | **Minimum Payable Hours** | **Maximum Payable Hours** |
| --- | --- | --- | --- |
| SIT10116 | Certificate I in Tourism (Australian Indigenous Culture) | 192 | 202 |
| SIT10216 | Certificate I in Hospitality | 106 | 112 |
| SIT20116 | Certificate II in Tourism | 340 | 358 |
| SIT20216 | Certificate II in Holiday Parks and Resorts | 354 | 373 |
| SIT20316 | Certificate II in Hospitality | 334 | 352 |
| SIT20416 | Certificate II in Kitchen Operations | 394 | 415 |
| SIT20516 | Certificate II in Asian Cookery | 366 | 385 |
| SIT30116 | Certificate III in Tourism | 562 | 592 |
| SIT30216 | Certificate III in Travel | 663 | 698 |
| SIT30316 | Certificate III in Guiding | 684 | 720 |
| SIT30416 | Certificate III in Holiday Parks and Resorts | 676 | 712 |
| SIT30516 | Certificate III in Events | 591 | 622 |
| SIT30616 | Certificate III in Hospitality | 524 | 552 |
| SIT30716 | Certificate III in Hospitality (Restaurant Front of House) | 520 | 547 |
| SIT30816 | Certificate III in Commercial Cookery | 898 | 945 |
| SIT30916 | Certificate III in Catering Operations | 708 | 745 |
| SIT31016 | Certificate III in Patisserie | 670 | 705 |
| SIT31116 | Certificate III in Asian Cookery | 909 | 957 |
| SIT40116 | Certificate IV in Travel and Tourism | 922 | 970 |
| SIT40216 | Certificate IV in Guiding | 869 | 915 |
| SIT40316 | Certificate IV in Holiday Parks and Resorts | 475 | 500 |
| SIT40416 | Certificate IV in Hospitality | 827 | 870 |
| SIT40516 | Certificate IV in Commercial Cookery | 1325 | 1395 |
| SIT40616 | Certificate IV in Catering Operations | 831 | 875 |
| SIT40716 | Certificate IV in Patisserie | 1296 | 1364 |
| SIT40816 | Certificate IV in Asian Cookery | 1292 | 1360 |
| SIT50116 | Diploma of Travel and Tourism Management | 1159 | 1220 |
| SIT50216 | Diploma of Holiday Park and Resort Management | 869 | 915 |
| SIT50316 | Diploma of Event Management | 1107 | 1165 |
| SIT50416 | Diploma of Hospitality Management | 1254 | 1320 |
| SIT60116 | Advanced Diploma of Travel and Tourism Management | 1444 | 1520 |
| SIT60216 | Advanced Diploma of Event Management | 1188 | 1250 |
| SIT60316 | Advanced Diploma of Hospitality Management | 1591 | 1675 |

UNITS OF COMPETENCY

| Unit Code | Unit Title | Nominal Hours |
| --- | --- | --- |
| SITEEVT001 | Source and use information on the events industry | 25 |
| SITEEVT002 | Process and monitor event registrations | 60 |
| SITEEVT003 | Coordinate on-site event registrations | 40 |
| SITEEVT004 | Provide event staging support | 31 |
| SITEEVT005 | Plan in-house events or functions | 40 |
| SITEEVT006 | Develop conference programs | 30 |
| SITEEVT007 | Select event venues and sites | 35 |
| SITEEVT008 | Manage event staging components | 40 |
| SITEEVT009 | Organise event infrastructure | 40 |
| SITEEVT010 | Manage on-site event operations | 60 |
| SITEEVT011 | Research event trends and practice | 40 |
| SITEEVT012 | Develop event concepts | 30 |
| SITEEVT013 | Determine event feasibility | 50 |
| SITEEVT014 | Develop and implement event management plans | 50 |
| SITEEVT015 | Develop event transport plans | 30 |
| SITEEVT016 | Develop crowd management plans | 30 |
| SITEEVT017 | Develop multi-venue event plans | 30 |
| SITEEVT018 | Plan and allocate exhibition space | 30 |
| SITEEVT019 | Recruit and manage exhibitors | 30 |
| SITHACS001 | Clean premises and equipment | 15 |
| SITHACS002 | Provide housekeeping services to guests | 10 |
| SITHACS003 | Prepare rooms for guests | 25 |
| SITHACS004 | Launder linen and guest clothes | 20 |
| SITHACS005 | Provide porter services | 10 |
| SITHACS006 | Provide valet services | 40 |
| SITHACS007 | Conduct night audit | 20 |
| SITHACS008 | Provide accommodation reception services | 30 |
| SITHASC001 | Prepare dishes using basic methods of Asian cookery | 90 |
| SITHASC002 | Prepare Asian appetisers and snacks | 45 |
| SITHASC003 | Prepare Asian stocks and soups | 25 |
| SITHASC004 | Prepare Asian sauces, dips and accompaniments | 15 |
| SITHASC005 | Prepare Asian salads | 40 |
| SITHASC006 | Prepare Asian rice and noodles | 30 |
| SITHASC007 | Prepare curry pastes and powders | 25 |
| SITHASC008 | Prepare Asian cooked dishes | 90 |
| SITHASC009 | Prepare Asian desserts | 50 |
| SITHASC010 | Prepare Japanese cooked dishes | 50 |
| SITHASC011 | Prepare sashimi | 20 |
| SITHASC012 | Prepare sushi | 25 |
| SITHASC013 | Produce Japanese desserts | 20 |
| SITHASC014 | Prepare dim sum | 30 |
| SITHASC015 | Prepare Chinese roast meat and poultry dishes | 30 |
| SITHASC016 | Prepare tandoori dishes | 20 |
| SITHASC017 | Prepare Indian breads | 35 |
| SITHASC018 | Prepare Indian sweetmeats | 25 |
| SITHASC019 | Prepare Indian pickles and chutneys | 20 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC002 | Prepare and present simple dishes | 25 |
| SITHCCC003 | Prepare and present sandwiches | 10 |
| SITHCCC004 | Package prepared foodstuffs | 15 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC006 | Prepare appetisers and salads | 25 |
| SITHCCC007 | Prepare stocks, sauces and soups | 35 |
| SITHCCC008 | Prepare vegetable, fruit, egg and farinaceous dishes | 45 |
| SITHCCC009 | Produce cook-chill and cook-freeze foods | 70 |
| SITHCCC010 | Re-thermalise chilled and frozen foods | 20 |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHCCC012 | Prepare poultry dishes | 25 |
| SITHCCC013 | Prepare seafood dishes | 30 |
| SITHCCC014 | Prepare meat dishes | 50 |
| SITHCCC015 | Produce and serve food for buffets | 25 |
| SITHCCC016 | Produce pates and terrines | 30 |
| SITHCCC017 | Handle and serve cheese | 5 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC019 | Produce cakes, pastries and breads | 40 |
| SITHCCC020 | Work effectively as a cook | 80 |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITHCCC022 | Prepare portion-controlled meat cuts | 24 |
| SITHFAB001 | Clean and tidy bar areas | 15 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHFAB003 | Operate a bar | 35 |
| SITHFAB004 | Prepare and serve non-alcoholic beverages | 20 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITHFAB006 | Provide room service | 15 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITHFAB008 | Operate and monitor cellar systems | 40 |
| SITHFAB009 | Conduct a product tasting for alcoholic beverages | 40 |
| SITHFAB010 | Prepare and serve cocktails | 20 |
| SITHFAB011 | Provide advice on beers, spirits and liqueurs | 40 |
| SITHFAB012 | Provide advice on Australian wines | 40 |
| SITHFAB013 | Provide advice on imported wines | 40 |
| SITHFAB014 | Provide table service of food and beverage | 110 |
| SITHFAB015 | Provide silver service | 30 |
| SITHFAB016 | Provide advice on food | 40 |
| SITHFAB017 | Provide advice on food and beverage matching | 50 |
| SITHFAB018 | Provide gueridon service | 20 |
| SITHFAB019 | Plan and monitor espresso coffee service | 80 |
| SITHFAB020 | Manage the sale or service of wine | 80 |
| SITHGAM001 | Provide responsible gambling services | 10 |
| SITHGAM002 | Attend gaming machines | 25 |
| SITHGAM003 | Operate a TAB outlet | 40 |
| SITHGAM004 | Conduct Keno games | 5 |
| SITHGAM005 | Analyse and report on gaming machine data | 20 |
| SITHGAM006 | Deal Baccarat games | 120 |
| SITHGAM007 | Conduct Big Wheel games | 30 |
| SITHGAM008 | Deal Blackjack games | 120 |
| SITHGAM009 | Deal Poker games | 180 |
| SITHGAM010 | Deal Pontoon games | 30 |
| SITHGAM011 | Conduct Rapid Roulette games | 30 |
| SITHGAM012 | Conduct Roulette games | 160 |
| SITHGAM013 | Conduct Sic Bo games | 30 |
| SITHGAM014 | Manage gaming activities | 120 |
| SITHGAM015 | Attend casino gaming machines | 25 |
| SITHGAM016 | Deal Caribbean Stud games | 40 |
| SITHGAM017 | Deal Casino War games | 40 |
| SITHGAM018 | Deal Mississippi Stud games | 40 |
| SITHGAM019 | Conduct Rapid Baccarat games | 30 |
| SITHGAM020 | Conduct Rapid Big Wheel games | 30 |
| SITHGAM021 | Deal Three Card Poker games | 40 |
| SITHIND001 | Use hygienic practices for hospitality service | 10 |
| SITHIND002 | Source and use information on the hospitality industry | 25 |
| SITHIND003 | Use hospitality skills effectively | 0 |
| SITHIND004 | Work effectively in hospitality service | 0 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHKOP003 | Plan and display buffets | 30 |
| SITHKOP004 | Develop menus for special dietary requirements | 15 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| SITHKOP007 | Design and cost menus | 30 |
| SITHKOP008 | Select catering systems | 30 |
| SITHPAT001 | Produce cakes | 24 |
| SITHPAT002 | Produce gateaux, torten and cakes | 60 |
| SITHPAT003 | Produce pastries | 24 |
| SITHPAT004 | Produce yeast-based bakery products | 42 |
| SITHPAT005 | Produce petits fours | 30 |
| SITHPAT006 | Produce desserts | 100 |
| SITHPAT007 | Prepare and model marzipan | 24 |
| SITHPAT008 | Produce chocolate confectionery | 60 |
| SITHPAT009 | Model sugar-based decorations | 48 |
| SITHPAT010 | Design and produce sweet buffet showpieces | 30 |
| SITTGDE001 | Interpret aspects of local Australian Indigenous culture | 100 |
| SITTGDE002 | Work as a guide | 90 |
| SITTGDE003 | Provide arrival and departure assistance | 20 |
| SITTGDE004 | Lead tour groups | 30 |
| SITTGDE005 | Prepare and present tour commentaries or activities | 70 |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides | 100 |
| SITTGDE007 | Research and share information on Australian  Indigenous cultures | 80 |
| SITTGDE008 | Prepare specialised interpretive content on flora, fauna and landscape | 80 |
| SITTGDE009 | Prepare specialised interpretive content on marine environments | 80 |
| SITTGDE010 | Prepare specialised interpretive content on cultural and heritage environments | 80 |
| SITTGDE011 | Coordinate and operate tours | 70 |
| SITTGDE012 | Manage extended touring programs | 70 |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITTIND002 | Source and use information on the holiday park and resort industry | 25 |
| SITTPPD001 | Package tourism products | 25 |
| SITTPPD002 | Develop interpretive activities | 60 |
| SITTPPD003 | Coordinate and operate sustainable tourism activities | 70 |
| SITTPPD004 | Develop in-house recreational activities | 60 |
| SITTPPD005 | Develop host community awareness of tourism | 30 |
| SITTPPD006 | Assess tourism opportunities for local communities | 30 |
| SITTPPD007 | Research and analyse tourism data | 100 |
| SITTPPD008 | Develop tourism products | 100 |
| SITTPPD009 | Develop environmentally sustainable tourism operations | 70 |
| SITTPPD010 | Develop culturally appropriate tourism operations | 60 |
| SITTPPD011 | Develop and implement local or regional tourism plan | 60 |
| SITTTOP001 | Load touring equipment and supplies | 30 |
| SITTTOP002 | Provide outdoor catering | 80 |
| SITTTOP003 | Allocate tour or activity resources | 30 |
| SITTTOP004 | Set up and operate a camp site | 50 |
| SITTTOP005 | Operate tours in a remote area | 73 |
| SITTTSL001 | Operate online information systems | 40 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITTTSL003 | Provide advice on international destinations | 45 |
| SITTTSL004 | Provide advice on Australian destinations | 40 |
| SITTTSL005 | Sell tourism products and services | 35 |
| SITTTSL006 | Prepare quotations | 30 |
| SITTTSL007 | Process reservations | 30 |
| SITTTSL008 | Book supplier products and services | 20 |
| SITTTSL009 | Process travel-related documentation | 26 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITTTSL011 | Source airfares for domestic flights | 35 |
| SITTTSL012 | Construct normal international airfares | 40 |
| SITTTSL013 | Construct promotional international airfares | 40 |
| SITTTSL014 | Construct advanced international airfares | 40 |
| SITTTSL015 | Administer billing and settlement plans | 20 |
| SITTTSL016 | Provide specialist advice on cruises | 30 |
| SITTTSL017 | Maintain product inventories | 20 |
| SITTVAF001 | Load and unload a ride | 10 |
| SITTVAF002 | Operate a ride location | 60 |
| SITTVAF003 | Operate a games location | 24 |
| SITTVAF004 | Tow and site recreational vehicles | 15 |
| SITTVAF005 | Fill LPG gas cylinders | 30 |
| SITXCCS001 | Provide customer information and assistance | 20 |
| SITXCCS002 | Provide visitor information | 35 |
| SITXCCS003 | Interact with customers | 20 |
| SITXCCS004 | Provide lost and found services | 2 |
| SITXCCS005 | Provide club reception services | 20 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXCOM001 | Source and present information | 10 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXCOM003 | Provide a briefing or scripted commentary | 20 |
| SITXCOM004 | Address protocol requirements | 25 |
| SITXCOM005 | Manage conflict | 20 |
| SITXCRI001 | Respond to a customer in crisis | 30 |
| SITXCRI002 | Manage a business continuity crisis | 50 |
| SITXEBS001 | Use social media in a business | 35 |
| SITXEBS002 | Develop, implement and monitor the use of social media in a business | 40 |
| SITXEBS003 | Build and launch a small business website | 85 |
| SITXFIN001 | Process financial transactions | 25 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXFIN005 | Manage physical assets | 40 |
| SITXFIN006 | Manage revenue | 60 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXFSA003 | Transport and store food | 12 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM002 | Roster staff | 30 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXHRM005 | Manage volunteers | 20 |
| SITXHRM006 | Monitor staff performance | 50 |
| SITXINV001 | Receive and store stock | 10 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXINV003 | Purchase goods | 30 |
| SITXINV004 | Control stock | 25 |
| SITXINV005 | Establish stock purchasing and control systems | 70 |
| SITXLAN001 | Conduct basic oral communication in a language other than English | 60 |
| SITXLAN002 | Conduct routine oral communication in a language other than English | 30 |
| SITXLAN003 | Conduct oral communication in a language other than English | 30 |
| SITXLAN004 | Conduct complex oral communication in a language other than English | 30 |
| SITXLAN005 | Read and write information in a language other than English | 30 |
| SITXLAN006 | Read and write documents in a language other than English | 30 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXMGT003 | Manage projects | 60 |
| SITXMPR001 | Coordinate production of brochures and marketing materials | 60 |
| SITXMPR002 | Create a promotional display or stand | 30 |
| SITXMPR003 | Plan and implement sales activities | 20 |
| SITXMPR004 | Coordinate marketing activities | 30 |
| SITXMPR005 | Participate in cooperative online marketing initiatives | 35 |
| SITXMPR006 | Obtain and manage sponsorship | 30 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITXMPR008 | Prepare and present proposals | 50 |
| SITXWHS001 | Participate in safe work practices | 12 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| SITXWHS004 | Establish and maintain a work health and safety system | 30 |

**SAMPLE TRAINING PROGRAMS**

The following pages list a range of Sample Training Programs across the different qualification levels within the SIT Tourism, Travel and Hospitality Training Package to demonstrate how units might be packaged to meet a particular vocational outcome.

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Assistant in an Indigenous cultural centre | |
| **Qualification Title** | Certificate I in Tourism (Australian Indigenous Culture) | |
| **Qualification Code** | SIT10116 | |
| **Description** | This qualification provides a pathway to work in a range of job roles in the tourism industry in organisations with an Indigenous focus.  This sample training program is appropriate for a person working in the Tourism Industry as an assistant in an Indigenous cultural centre | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITTGDE001 | Interpret aspects of local Australian Indigenous culture | 100 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHACS001 | Clean premises and equipment | 15 |
| SITXCCS001 | Provide customer information and assistance | 20 |
| BSBCMM201 | Communicate in the workplace | 40 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| ***Total Hours*** |  | 202 |

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Receptionist and office assistant in a travel agency | |
| **Qualification Title** | Certificate II in Tourism | |
| **Qualification Code** | SIT20116 | |
| **Description** | This sample training program is appropriate for a person working in the Tourism industry as a receptionist and office assistant in a travel agency | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITXCCS003 | Interact with customers | 20 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITXCCS002 | Provide visitor information | 35 |
| CUAEVP201 | Assist with the staging of public activities and events | 50 |
| CUAIND202 | Develop and apply knowledge of information and cultural services organisations | 45 |
| BSBCMM201 | Communicate in the workplace | 40 |
| BSBITU201 | Produce simple word processed documents | 60 |
| SITXFIN001 | Process financial transactions | 25 |
| SITTTSL009 | Process travel-related documentation | 26 |
| ***Total Hours*** |  | 358 |

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Booking agent. | |
| **Qualification Title** | Certificate III in Tourism | |
| **Qualification Code** | SIT30116 | |
| **Description** | 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.  This sample training program is appropriate for a person working in the Tourism industry as a booking agent. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITTTSL001 | Operate online information systems | 40 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITXCCS002 | Provide visitor information | 35 |
| SITTTSL004 | Provide advice on Australian destinations | 40 |
| SITTTSL005 | Sell tourism products and services | 35 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITTGDE005 | Prepare and present tour commentaries or activities | 70 |
| SITTTSL006 | Prepare quotations | 30 |
| SITXCCS001 | Provide customer information and assistance | 20 |
| SITXCRI001 | Respond to a customer in crisis | 30 |
| SITXFIN001 | Process financial transactions | 25 |
| ***Total Hours*** |  | 592 |

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Office assistant. | |
| **Qualification Title** | Certificate II in Holiday Parks and Resorts | |
| **Qualification Code** | SIT20216 | |
| **Description** | This qualification provides a pathway to work in a holiday park and resort office, housekeeping, grounds maintenance, or across different operational areas.  This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as an office assistant. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR202 | Organise and complete daily work activities | 20 |
| SITTIND002 | Source and use information on the holiday park and resort industry | 25 |
| SITXCCS003 | Interact with customers | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITTTSL001 | Operate online information systems | 40 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITTTSL009 | Process travel-related documentation | 26 |
| SIRXPDK001 | Advise on products and services | 30 |
| SITXCCS002 | Provide visitor information | 35 |
| BSBCMM201 | Communicate in the workplace | 40 |
| BSBITU201 | Produce simple word processed documents | 60 |
| ***Total Hours*** |  | 373 |

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Receptionist. | |
| **Qualification Title** | Certificate III in Holiday Parks and Resorts | |
| **Qualification Code** | SIT30416 | |
| **Description** | This qualification provides a pathway to work in holiday parks and resorts as a specialist in front office, housekeeping or grounds maintenance, or a multi-skilled worker across different operational areas.  This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as a receptionist. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS201 | Participate in environmentally sustainable work practices | 20 |
| BSBWOR202 | Organise and complete daily work activities | 20 |
| SITTIND002 | Source and use information on the holiday park and resort industry | 25 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| ***Elective*** | | |
| SITHACS001 | Clean premises and equipment | 15 |
| SITHACS008 | Provide accommodation reception services | 30 |
| SITTTSL005 | Sell tourism products and services | 35 |
| SITTTSL006 | Prepare quotations | 30 |
| SITTTSL007 | Process reservations | 30 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITXCCS002 | Provide visitor information | 35 |
| SITXCRI001 | Respond to a customer in crisis | 30 |
| BSBITU306 | Design and produce business documents | 80 |
| SITEEVT002 | Process and monitor event registrations | 60 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| ***Total Hours*** |  | 712 |

|  |  |  |
| --- | --- | --- |
| **Occupation/ Work Function** | Operations supervisor | |
| **Qualification Title** | Certificate IV in Holiday Parks and Resorts | |
| **Qualification Code** | SIT40316 | |
| **Description** | This qualification provides a pathway to work as a supervisor in holiday parks and resorts. They may be a specialist in front office, housekeeping or grounds maintenance, or be multi-skilled across different operational areas.  This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as an operations supervisor. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITTPPD004 | Develop in-house recreational activities | 60 |
| BSBFIA401 | Prepare financial reports | 50 |
| SITXMPR001 | Coordinate production of brochures and marketing materials | 60 |
| ***Total Hours*** |  | 500 |

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| **Occupation/ Work Function** | Manager | |
| **Qualification Title** | Diploma of Holiday Park and Resort Management | |
| **Qualification Code** | SIT50216 | |
| **Description** | This qualification provides a pathway to work as a business manager or owner-operator of a holiday park or resort.  This sample training program is appropriate for a person working in Holiday Park and Resort Management as a Manager. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWRT401 | Write complex documents | 50 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXMGT003 | Manage projects | 60 |
| SITXMPR005 | Participate in cooperative online marketing initiatives | 35 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITTPPD003 | Coordinate and operate sustainable tourism activities | 70 |
| SITTPPD007 | Research and analyse tourism data | 100 |
| ***Total Hours*** |  | 915 |

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| **Occupation/ Work Function** | Travel consultant | |
| **Qualification Title** | Certificate III in Travel | |
| **Qualification Code** | SIT30216 | |
| **Description** | This qualification provides a pathway to work in the retail travel or tour wholesale sector for employers that cover or specialise in leisure, corporate, domestic or international sales.  This sample training program is appropriate for a person working in the Travel Industry as a domestic travel consultant. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITTTSL003 | Provide advice on international destinations | 45 |
| SITTTSL004 | Provide advice on Australian destinations | 40 |
| SITTTSL005 | Sell tourism products and services | 35 |
| SITTTSL006 | Prepare quotations | 30 |
| SITTTSL008 | Book supplier products and services | 20 |
| SITTTSL009 | Process travel-related documentation | 26 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITTTSL012 | Construct normal international airfares | 40 |
| SITTTSL013 | Construct promotional international airfares | 40 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| BSBREL402 | Build client relationships and business networks | 50 |
| BSBITU306 | Design and produce business documents | 80 |
| SITXFIN001 | Process financial transactions | 25 |
| ***Total Hours*** |  | 698 |

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| **Occupation/ Work Function** | Operations supervisor | |
| **Qualification Title** | Certificate IV in Travel and Tourism | |
| **Qualification Code** | SIT40116 | |
| **Description** | 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.  This sample training program is appropriate for a person working in the Tourism and Travel Industry as an operations supervisor. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITXCCS002 | Provide visitor information | 35 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITTTSL003 | Provide advice on international destinations | 45 |
| SITTTSL004 | Provide advice on Australian destinations | 40 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| SITTTSL014 | Construct advanced international airfares | 40 |
| SITTGDE005 | Prepare and present tour commentaries or activities | 70 |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides | 100 |
| BSBMKG401 | Profile the market | 50 |
| SITXMPR001 | Coordinate production of brochures and marketing materials | 60 |
| SITTPPD003 | Coordinate and operate sustainable tourism activities | 70 |
| SITXHRM003 | Lead and manage people | 60 |
| ***Total Hours*** |  | 970 |

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| **Occupation/ Work Function** | Tour operations manager | |
| **Qualification Title** | Diploma of Travel and Tourism Management | |
| **Qualification Code** | SIT50116 | |
| **Description** | This sample training program is appropriate for a person working in Travel and Tourism Management as a tour operations manager | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| BSBITU306 | Design and produce business documents | 80 |
| BSBITU402 | Develop and use complex spreadsheets | 50 |
| SITXEBS003 | Build and launch a small business website | 85 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXHRM006 | Monitor staff performance | 50 |
| BSBRSK501 | Manage risk | 60 |
| SITXMGT003 | Manage projects | 60 |
| SITXMPR001 | Coordinate production of brochures and marketing materials | 60 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITTPPD003 | Coordinate and operate sustainable tourism activities | 70 |
| SITTPPD007 | Research and analyse tourism data | 100 |
| ***Total Hours*** |  | 1220 |

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| **Occupation/ Work Function** | Business development manager | |
| **Qualification Title** | Advanced Diploma of Travel and Tourism Management | |
| **Qualification Code** | SIT60116 | |
| **Description** | This sample training program is appropriate for a person working in Travel and Tourism Management as a business development manager. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBMGT617 | Develop and implement a business plan | 60 |
| BSBRSK501 | Manage risk | 60 |
| BSBWRT401 | Write complex documents | 50 |
| SITTIND001 | Source and use information on the tourism and travel industry | 25 |
| SITTPPD008 | Develop tourism products | 100 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXFIN002 | Interpret financial information | 60 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITXWHS004 | Establish and maintain a work health and safety system | 30 |
| ***Elective*** | | |
| SITXMGT003 | Manage projects | 60 |
| BSBEBU501 | Investigate and design e-business solutions | 50 |
| BSBEBU502 | Implement e-business solutions | 50 |
| SITXEBS003 | Build and launch a small business website | 85 |
| SITXFIN006 | Manage revenue | 60 |
| BSBHRM604 | Manage employee relations | 60 |
| SITXMPR008 | Prepare and present proposals | 50 |
| SITTPPD007 | Research and analyse tourism data | 100 |
| SITTPPD009 | Develop environmentally sustainable tourism operations | 70 |
| SITTPPD011 | Develop and implement local or regional tourism plan | 60 |
| ***Total Hours*** |  | 1520 |

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| **Occupation/ Work Function** | Tour guide | |
| **Qualification Title** | Certificate III in Guiding | |
| **Qualification Code** | SIT30316 | |
| **Description** | 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.  This sample training program is appropriate for a person working in the Guiding Industry as a Tour guide | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| HLTAID003 | Provide first aid | 18 |
| SITTGDE002 | Work as a guide | 90 |
| SITTGDE004 | Lead tour groups | 30 |
| SITTGDE005 | Prepare and present tour commentaries or activities | 70 |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides | 100 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| ***Elective*** | | |
| SITTGDE010 | Prepare specialised interpretive content on cultural and heritage environments | 80 |
| SITTGDE001 | Interpret aspects of local Australian Indigenous culture | 100 |
| SITTGDE008 | Prepare specialised interpretive content on flora, fauna and landscape | 80 |
| SITTTSL002 | Access and interpret product information | 65 |
| ***Total Hours*** |  | 720 |

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| **Occupation/ Work Function** | Tour manager | |
| **Qualification Title** | Certificate IV in Guiding | |
| **Qualification Code** | SIT40216 | |
| **Description** | Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics.  This sample training program is appropriate for a person working in the Guiding Industry as a tour manager | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| HLTAID003 | Provide first aid | 18 |
| SITTGDE002 | Work as a guide | 90 |
| SITTGDE004 | Lead tour groups | 30 |
| SITTGDE005 | Prepare and present tour commentaries or activities | 70 |
| SITTGDE011 | Coordinate and operate tours | 70 |
| SITTGDE012 | Manage extended touring programs | 70 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXCOM005 | Manage conflict | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| ***Elective*** | | |
| SITXCRI001 | Respond to a customer in crisis | 30 |
| SITTGDE001 | Interpret aspects of local Australian Indigenous culture | 100 |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides | 100 |
| SITTGDE010 | Prepare specialised interpretive content on cultural and heritage environments | 80 |
| SITTPPD003 | Coordinate and operate sustainable tourism activities | 70 |
| SITTTSL002 | Access and interpret product information | 65 |
| ***Total Hours*** |  | 915 |

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| **Occupation/ Work Function** | Kitchen Useful | |
| **Qualification Title** | Certificate I in Hospitality | |  |
| **Qualification Code** | SIT10216 | |
| **Description** | This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. Involves a range of routine and predictable hospitality work activities.  This sample training program is appropriate for a person working in the Hospitality industry as a Kitchen useful | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITXCCS001 | Provide customer information and assistance | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC002 | Prepare and present simple dishes | 25 |
| ***Total Hours*** |  | 112 |

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| **Occupation/ Work Function** | Food and beverage attendant | |
| **Qualification Title** | Certificate II in Hospitality | |
| **Qualification Code** | SIT20316 | |
| **Description** | This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops  This sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage attendant. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITHIND002 | Source and use information on the hospitality industry | 25 |
| SITHIND003 | Use hospitality skills effectively | 0 |
| SITXCCS003 | Interact with customers | 20 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| BSBCMM201 | Communicate in the workplace | 40 |
| SITHCCC002 | Prepare and present simple dishes | 25 |
| BSBITU201 | Produce simple word processed documents | 60 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| ***Total Hours*** |  | 352 |

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| **Occupation/ Work Function** | Food and beverage attendant | |
| **Qualification Title** | Certificate III in Hospitality | |
| **Qualification Code** | SIT30616 | |
| **Description** | This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.  This sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage attendant | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITHIND002 | Source and use information on the hospitality industry | 25 |
| SITHIND004 | Work effectively in hospitality service | 0 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| BSBITU306 | Design and produce business documents | 80 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITHFAB014 | Provide table service of food and beverage | 110 |
| SITHFAB016 | Provide advice on food | 40 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| BSBCMM201 | Communicate in the workplace | 40 |
| ***Total Hours*** |  | 552 |

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| **Occupation/ Work Function** | Waiter | |
| **Qualification Title** | Certificate III in Hospitality (Restaurant Front of House) | |
| **Qualification Code** | SIT30716 | |
| **Description** | This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.  This sample training program is appropriate for a person working in the Hospitality Industry as a waiter. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHIND002 | Source and use information on the hospitality industry | 25 |
| SITHIND004 | Work effectively in hospitality service | 0 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXFIN001 | Process financial transactions | 25 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHFAB001 | Clean and tidy bar areas | 15 |
| SITHFAB003 | Operate a bar | 35 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITHFAB010 | Prepare and serve cocktails | 20 |
| SITHFAB012 | Provide advice on Australian wines | 40 |
| SITHFAB014 | Provide table service of food and beverage | 110 |
| SITHFAB017 | Provide advice on food and beverage matching | 50 |
| SITHFAB018 | Provide gueridon service | 20 |
| SITXINV003 | Purchase goods | 30 |
| ***Total Hours*** |  | 547 |

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| **Occupation/ Work Function** | Food and beverage supervisor or team leader | |
| **Qualification Title** | Certificate IV in Hospitality | |
| **Qualification Code** | SIT40416 | |
| **Description** | 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 sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage supervisor or team leader. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| SITHIND004 | Work effectively in hospitality service | 0 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITHIND001 | Use hygienic practices for hospitality service | 10 |
| SITTTSL002 | Access and interpret product information | 65 |
| SITEEVT005 | Plan in-house events or functions | 40 |
| BSBFIA401 | Prepare financial reports | 50 |
| SITXFIN002 | Interpret financial information | 60 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHFAB003 | Operate a bar | 35 |
| SITHFAB014 | Provide table service of food and beverage | 110 |
| SITHFAB017 | Provide advice on food and beverage matching | 50 |
| SITHFAB019 | Plan and monitor espresso coffee service | 80 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| ***Total Hours*** |  | 870 |

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| **Occupation/ Work Function** | Banquet or function manager | |
| **Qualification Title** | Diploma of Hospitality Management | |
| **Qualification Code** | SIT50416 | |
| **Description** | This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager.  This sample training program is appropriate for a person working in the Hospitality Industry as a banquet or function manager. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBMGT517 | Manage operational plan | 70 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM002 | Roster staff | 30 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITXEBS002 | Develop, implement and monitor the use of social media in a business | 40 |
| BSBEBU501 | Investigate and design e-business solutions | 50 |
| BSBSUS501 | Develop workplace policy and procedures for sustainability | 50 |
| BSBFIA304 | Maintain a general ledger | 60 |
| SITHFAB008 | Operate and monitor cellar systems | 40 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| SITXMPR004 | Coordinate marketing activities | 30 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXHRM006 | Monitor staff performance | 50 |
| BSBRSK501 | Manage risk | 60 |
| SITXMPR005 | Participate in cooperative online marketing initiatives | 35 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| ***Total Hours*** |  | 1320 |

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| **Occupation/ Work Function** | * Area manager or operations manager | |
| **Qualification Title** | Advanced Diploma of Hospitality Management | |
| **Qualification Code** | SIT60316 | |
| **Description** | This sample training program is appropriate for a person working in the Hospitality Industry as an area manager or operations manager | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBFIM601 | Manage finances | 80 |
| BSBMGT517 | Manage operational plan | 70 |
| BSBMGT617 | Develop and implement a business plan | 60 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXFIN005 | Manage physical assets | 40 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXHRM006 | Monitor staff performance | 50 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITXWHS004 | Establish and maintain a work health and safety system | 30 |
| ***Elective*** | | |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| BSBSUS501 | Develop workplace policy and procedures for sustainability | 50 |
| SITXFIN002 | Interpret financial information | 60 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHFAB020 | Manage the sale or service of wine | 80 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| BSBITU302 | Create electronic presentations | 20 |
| BSBEBU501 | Investigate and design e-business solutions | 50 |
| BSBHRM604 | Manage employee relations | 60 |
| SITXINV005 | Establish stock and purchasing and control systems | 70 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| SITHKOP007 | Design and cost menus | 30 |
| BSBRSK501 | Manage risk | 60 |
| BSBMKG401 | Profile the market | 50 |
| SITXMPR001 | Coordinate production of brochures and marketing materials | 60 |
| SITXMPR004 | Coordinate marketing activities | 30 |
| ***Total Hours*** |  | 1675 |

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| **Occupation/ Work Function** | Catering assistant | |
| **Qualification Title** | Certificate II in Kitchen Operations | |
| **Qualification Code** | SIT20416 | |
| **Description** | This sample training program is appropriate for a person working in the Food preparation industry as a catering assistant. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHCCC007 | Prepare stocks, sauces and soup | 35 |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes | 45 |
| SITHCCC009 | Produce cook-chill and cook-freeze foods | 70 |
| BSBCMM201 | Communicate in the workplace | 40 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| ***Total Hours*** |  | 415 |

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| **Occupation/ Work Function** | Fast food cook | |
| **Qualification Title** | Certificate II in Asian Cookery | |
| **Qualification Code** | SIT20516 | |
| **Description** | This sample training program is appropriate for a person working in the Asian restaurant industry as a fast food cook. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITHASC001 | Prepare dishes using basic methods of Asian cookery | 90 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHASC002 | Prepare Asian appetisers and snacks | 45 |
| SITHASC005 | Prepare Asian salads | 40 |
| SITHASC006 | Prepare Asian rice and noodles | 30 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| ***Total Hours*** |  | 385 |

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| **Occupation/ Work Function** | Commercial cook | |
| **Qualification Title** | Certificate III in Commercial Cookery | |
| **Qualification Code** | SIT30816 | |
| **Description** | This sample training program is appropriate for a person working in the Commercial Cookery Industry as a commercial cook. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS201 | Participate in environmentally sustainable work practices | 20 |
| BSBWOR203 | Work effectively with others | 15 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC006 | Prepare appetisers and salads | 25 |
| SITHCCC007 | Prepare stocks, sauces and soup | 35 |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes | 45 |
| SITHCCC012 | Prepare poultry dishes | 25 |
| SITHCCC013 | Prepare seafood dishes | 30 |
| SITHCCC014 | Prepare meat dishes | 50 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC019 | Produce cakes, pastries and breads | 40 |
| SITHCCC020 | Work effectively as a cook | 80 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHPAT006 | Produce desserts | 100 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| BSBCMM201 | Communicate in the workplace | 40 |
| SITHASC002 | Prepare Asian appetisers and snacks | 45 |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITHASC009 | Prepare Asian desserts | 50 |
| ***Total Hours*** |  | 945 |

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| **Occupation/ Work Function** | Food service assistant. | |
| **Qualification Title** | Certificate III in Catering Operations | |
| **Qualification Code** | SIT30916 | |
| **Description** | 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.  This sample training program is appropriate for a person working in the Catering Operations Industry as a food service assistant. | |
| **Notes** | This qualification does not provide the skills required by commercial cooks, which are covered in SIT30816 Certificate III in Commercial Cookery. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS201 | Participate in environmentally sustainable work practices | 20 |
| BSBWOR203 | Work effectively with others | 15 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC002 | Prepare and present simple dishes | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes | 45 |
| SITHCCC009 | Produce cook-chill and cook-freeze foods | 70 |
| SITHCCC015 | Produce and serve food for buffets | 25 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITHPAT006 | Produce desserts | 100 |
| ***Total Hours*** |  | 745 |
| **Occupation/ Work Function** | Pastry chef | |
| **Qualification Title** | Certificate III in Patisserie | |
| **Qualification Code** | SIT31016 | |
| **Description** | This sample training program is appropriate for a person working in the Patisserie Industry as a pastry chef. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS201 | Participate in environmentally sustainable work practices | 20 |
| BSBWOR203 | Work effectively with others | 15 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITHPAT001 | Produce cakes | 24 |
| SITHPAT002 | Produce gateaux, torten and cakes | 60 |
| SITHPAT003 | Produce pastries | 24 |
| SITHPAT004 | Produce yeast-based bakery products | 42 |
| SITHPAT005 | Produce petit fours | 30 |
| SITHPAT006 | Produce desserts | 100 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| BSBCMM201 | Communicate in the workplace | 40 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| SITXINV003 | Purchase goods | 30 |
| ***Total Hours*** |  | 705 |

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| **Occupation/ Work Function** | Cook | |
| **Qualification Title** | Certificate III in Asian Cookery | |
| **Qualification Code** | SIT31116 | |
| **Description** | This sample training program is appropriate for a person working in Kitchen operations industry to prepare Asian food as a cook. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS201 | Participate in environmentally sustainable work practices | 20 |
| BSBWOR203 | Work effectively with others | 15 |
| SITHASC001 | Prepare dishes using basic methods of Asian cookery | 90 |
| SITHASC002 | Prepare Asian appetisers and snacks | 45 |
| SITHASC003 | Prepare Asian stocks and soups | 25 |
| SITHASC004 | Prepare Asian sauces, dips and accompaniments | 15 |
| SITHASC005 | Prepare Asian salads | 40 |
| SITHASC006 | Prepare Asian rice and noodles | 30 |
| SITHASC008 | Prepare Asian cooked dishes | 90 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC020 | Work effectively as a cook | 80 |
| SITHKOP001 | Clean kitchen premises and equipment | 13 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITHASC009 | Prepare Asian desserts | 50 |
| SITHASC010 | Prepare Japanese cooked dishes | 50 |
| SITHCCC009 | Produce cook-chill and cook-freeze foods | 70 |
| SITHCCC015 | Produce and serve food for buffets | 25 |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITXFSA003 | Transport and store food | 12 |
| ***Total Hours*** |  | 957 |

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| **Occupation/ Work Function** | Chef | |
| **Qualification Title** | Certificate IV in Commercial Cookery | |
| **Qualification Code** | SIT40516 | |
| **Description** | This sample training program is appropriate for a person working in the Commercial Cookery Industry as a chef. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBSUS401 | Implement and monitor environmentally sustainable work practices | 40 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC006 | Prepare appetisers and salads | 25 |
| SITHCCC007 | Prepare stocks, sauces and soup | 35 |
| SITHCCC008 | Prepare vegetable, fruit, eggs and farinaceous dishes | 45 |
| SITHCCC012 | Prepare poultry dishes | 25 |
| SITHCCC013 | Prepare seafood dishes | 30 |
| SITHCCC014 | Prepare meat dishes | 50 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC019 | Produce cakes, pastries and breads | 40 |
| SITHCCC020 | Work effectively as a cook | 80 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHKOP004 | Develop menus for special dietary requirements | 15 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITHPAT006 | Produce desserts | 100 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITXHRM002 | Roster staff | 30 |
| SITXFIN002 | Interpret financial information | 60 |
| SITHPAT008 | Produce chocolate confectionery | 60 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| ***Total Hours*** |  | 1395 |

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| **Occupation/ Work Function** | Catering supervisor | |
| **Qualification Title** | Certificate IV in Catering Operations | |
| **Qualification Code** | SIT40616 | |
| **Description** | This sample training program is appropriate for a person working in the Catering Operations industry as a catering supervisor. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBSUS401 | Implement and monitor environmentally sustainable work practices | 40 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXINV004 | Control stock | 25 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHCCC010 | Re-thermalise chilled and frozen foods | 20 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITHFAB002 | Provide responsible service of alcohol | 10 |
| SITHFAB005 | Prepare and serve espresso coffee | 30 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHKOP003 | Plan and display buffets | 30 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| ***Total Hours*** |  | 875 |

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| **Occupation/ Work Function** | Chef de partie | |
| **Qualification Title** | Certificate IV in Patisserie | |
| **Qualification Code** | SIT40716 | |
| **Description** | This sample training program is appropriate for a person working in the Patisserie Industry>industry as a chef de partie. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBSUS401 | Implement and monitor environmentally sustainable work practices | 40 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC005 | Prepare dishes using basic methods of cookery | 45 |
| SITHCCC011 | Use cookery skills effectively | 50 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITHPAT001 | Produce cakes | 24 |
| SITHPAT002 | Produce gateaux, torten and cakes | 60 |
| SITHPAT003 | Produce pastries | 24 |
| SITHPAT004 | Produce yeast-based bakery products | 42 |
| SITHPAT005 | Produce petit fours | 30 |
| SITHPAT006 | Produce desserts | 100 |
| SITHPAT007 | Prepare and model marzipan | 24 |
| SITHPAT008 | Produce chocolate confectionery | 60 |
| SITHPAT009 | Model sugar-based decorations | 48 |
| SITHPAT010 | Design and produce sweet buffet showpieces | 30 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITHCCC021 | Prepare specialised food items | 60 |
| SITHFAB019 | Plan and monitor espresso coffee service | 80 |
| SITXFSA003 | Transport and store food | 12 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| ***Total Hours*** |  | 1364 |

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| **Occupation/ Work Function** | Chef | |
| **Qualification Title** | Certificate IV in Asian Cookery | |
| **Qualification Code** | SIT40816 | |
| **Description** | This qualification reflects the role of commercial cooks who have a supervisory or team leading role in kitchens preparing Asian food.  This sample training program is appropriate for a person working in Commercial Cookery Industry as a chef. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBDIV501 | Manage diversity in the workplace | 60 |
| BSBSUS401 | Implement and monitor environmentally sustainable work practices | 40 |
| SITHASC001 | Prepare dishes using basic methods of Asian cookery | 90 |
| SITHASC002 | Prepare Asian appetisers and snacks | 45 |
| SITHASC003 | Prepare Asian stocks and soups | 25 |
| SITHASC004 | Prepare Asian sauces, dips and accompaniments | 15 |
| SITHASC005 | Prepare Asian salads | 40 |
| SITHASC006 | Prepare Asian rice and noodles | 30 |
| SITHASC008 | Prepare Asian cooked dishes | 90 |
| SITHCCC001 | Use food preparation equipment | 25 |
| SITHCCC018 | Prepare food to meet special dietary requirements | 75 |
| SITHCCC020 | Work effectively as a cook | 80 |
| SITHKOP002 | Plan and cost basic menus | 30 |
| SITHKOP005 | Coordinate cooking operations | 100 |
| SITXCOM005 | Manage conflict | 20 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXFSA001 | Use hygienic practices for food safety | 15 |
| SITXFSA002 | Participate in safe food handling practices | 40 |
| SITXHRM001 | Coach others in job skills | 20 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXINV002 | Maintain the quality of perishable items | 10 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXWHS003 | Implement and monitor work health and safety practices | 30 |
| ***Elective*** | | |
| SITHASC009 | Prepare Asian desserts | 50 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITHASC015 | Prepare Chinese roast meat and poultry dishes | 30 |
| BSBITU306 | Design and produce business documents | 80 |
| SITHFAB007 | Serve food and beverage | 80 |
| SITXFSA004 | Develop and implement a food safety program | 50 |
| SITHKOP006 | Plan catering for events or functions | 40 |
| ***Total Hours*** |  | 1360 |

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| **Occupation/ Work Function** | Event or exhibition assistant | |
| **Qualification Title** | Certificate III in Events | |
| **Qualification Code** | SIT30516 | |
| **Description** | This sample training program is appropriate for a person working in the Events Industry as an event or exhibition assistant. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBWOR203 | Work effectively with others | 15 |
| SITEEVT001 | Source and use information on the events industry | 25 |
| SITEEVT002 | Process and monitor event registrations | 60 |
| SITXCCS006 | Provide service to customers | 25 |
| SITXCOM002 | Show social and cultural sensitivity | 20 |
| SITXWHS001 | Participate in safe work practices | 12 |
| ***Elective*** | | |
| SITEEVT003 | Coordinate on-site event registrations | 40 |
| SITTTSL010 | Use a computerised reservations or operations system | 120 |
| BSBITU306 | Design and produce business documents | 80 |
| CUASTA201 | Develop basic staging skills | 80 |
| BSBITU305 | Conduct online transactions | 40 |
| SITTTSL001 | Operate online information systems | 40 |
| SITTTSL002 | Access and interpret product information | 65 |
| ***Total Hours*** |  | 622 |

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| **Occupation/ Work Function** | Event or exhibition coordinator | |
| **Qualification Title** | Diploma of Event Management | |
| **Qualification Code** | SIT50316 | |
| **Description** | This sample training program is appropriate for a person working in the Event Management Industry as an event or exhibition coordinator. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| SITEEVT001 | Source and use information on the events industry | 25 |
| SITEEVT003 | Coordinate on-site event registrations | 40 |
| SITEEVT008 | Manage event staging components | 40 |
| SITEEVT010 | Manage on-site event operations | 60 |
| SITXCCS007 | Enhance customer service experiences | 40 |
| SITXFIN003 | Manage finances within a budget | 30 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT001 | Monitor work operations | 20 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXMGT003 | Manage projects | 60 |
| SITXWHS002 | Identify hazards, assess and control safety risks | 30 |
| ***Elective*** | | |
| CUASMT503 | Develop and maintain production documents | 100 |
| CUAFOH501 | Manage front of house services | 100 |
| BSBITU306 | Design and produce business documents | 80 |
| BSBSMB401 | Establish legal and risk management requirements of small business | 60 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM004 | Recruit, select and induct staff | 60 |
| SITXHRM006 | Monitor staff performance | 50 |
| BSBMGT517 | Manage operational plan | 70 |
| SITTPPD007 | Research and analyse tourism data | 100 |
| ***Total Hours*** |  | 1165 |

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| **Occupation/ Work Function** | Functions manager | |
| **Qualification Title** | Advanced Diploma of Event Management | |
| **Qualification Code** | SIT60216 | |
| **Description** | This sample training program is appropriate for a person working in the Event Management Industry as a functions manager. | |
| **Unit Code** | **Unit Title** | **Hours** |
| ***Core*** | | |
| BSBMGT608 | Manage innovation and continuous improvement | 70 |
| BSBRSK501 | Manage risk | 60 |
| BSBSUS501 | Develop workplace policy and procedures for sustainability | 50 |
| BSBWRT401 | Write complex documents | 50 |
| SITEEVT008 | Manage event staging components | 40 |
| SITEEVT011 | Research event industry trends and practice | 40 |
| SITEEVT012 | Develop event concepts | 30 |
| SITEEVT013 | Determine event feasibility | 50 |
| SITEEVT014 | Develop and implement event management plans | 50 |
| SITXCCS008 | Develop and manage quality customer service practices | 30 |
| SITXFIN004 | Prepare and monitor budgets | 30 |
| SITXGLC001 | Research and comply with regulatory requirements | 80 |
| SITXHRM003 | Lead and manage people | 60 |
| SITXMGT002 | Establish and conduct business relationships | 60 |
| SITXMPR007 | Develop and implement marketing strategies | 80 |
| SITXWHS004 | Establish and maintain a work health and safety system | 30 |
| ***Elective*** | | |
| CULMS008B | Conceive, develop and realise exhibition designs | 50 |
| SITEEVT009 | Organise event infrastructure | 40 |
| SITEEVT010 | Manage on-site event operations | 60 |
| BSBFIM601 | Manage finances | 80 |
| SITXFIN006 | Manage revenue | 60 |
| BSBMGT617 | Develop and implement a business plan | 60 |
| CUVPUB501A | Develop and manage public relations strategies | 40 |
| SITXMPR008 | Prepare and present proposals | 50 |
| ***Total Hours*** |  | 1250 |

CONTACTS AND LINKS

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| **Curriculum Maintenance Manager (CMM)** | | |
| Tourism and Hospitality | The CMM Service is provided by Executive Officers, across all industry areas covered by Training Packages.  They can assist with questions on payable and nominal hours. | Alison Hollands  Victoria University PO Box 14428, Melbourne VIC 8001  (03) 9919-8351  [Alison.Hollands@vu.edu.au](mailto:Alison.Hollands@vu.edu.au) |
| **Service Skills Organisation (SSO)** | | |
| SkillsIQ Ltd | This SSO is responsible for developing this **Tourism, Travel and Hospitality Training Package**, companion volumes and support material and can be contacted for further information. | GPO Box 4194, Sydney NSW 2000  [www.skillsiq.com.au](http://www.skillsiq.com.au)  [enquiries@skillsiq.com.au](mailto:enquiries@skillsiq.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, Accredited Courses, qualifications, units of competency and RTOs. | <http://training.gov.au> |
| **Australian Government** | | |
| Department of Education and Training | The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training. | <https://education.gov.au/> |
| **Victorian State Government** | | |
| Department of Education and Training (DET) | DET is responsible for funding and the implementation of Vocational Education and Training (VET) in Victoria, including Apprenticeships and Traineeships policy. | (03) 9637 2000  [www.education.vic.gov.au](http://www.education.vic.gov.au) |
| **National VET Regulatory Authority** | | |
| Australian Skills Quality Authority (ASQA) | ASQA is the national regulator for Australia’s VET sector. | Info line: 1300 701 801  [www.asqa.gov.au](http://www.asqa.gov.au) |
| **Victorian State VET Regulatory Authority** | | |
| Victorian Registration and Qualifications Authority (VRQA) | The VRQA is a statutory authority responsible for the registration and regulation of Victorian RTOs and for the regulation of apprenticeships and traineeships in Victoria. | (03) 9637 2806  [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au/) |
| **Industry Regulatory Bodies applicable to this Training Package** | | |
| Victorian Commission for Gambling and Liquor Regulation (VCGLR) | The VCGLR is the independent statutory authority that administers Victoria’s liquor and gambling laws and ensures that the Government’s policies on gambling and liquor are implemented. | Phone 1300 182 457  [www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au) |

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 of competency code. |
| **Unit Title** | Nationally endorsed Training Package unit of competency title. |
| **Payable Hours** | The maximum number of hours the Victorian Government will subsidise under the Victorian Training Guarantee for the achievement of the minimum realistic vocational outcome of any qualification, as determined by the qualification packaging rules. The maximum payable hours do not cover every possible combination of core and elective units available for a specific qualification. |
| **Nominal Hours** | Nominal hours reflect the anticipated time taken to deliver and assess the outcomes of a unit of competency excluding unsupervised delivery or the time taken for repeated practical application of skills. Nominal hours are determined by the Victorian State Training Authority (DET) and are primarily developed for funding purposes in Victoria. |