

**Victorian Purchasing Guide  
for  
SIT Tourism, Travel and Hospitality  
Training Package  
Release 1.1**

**April 2016**



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## Victorian Purchasing Guide - Version History

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 31 <sup>st</sup> 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

Unit Code	Unit Title	Nominal Hours
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



Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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

Unit Code	Unit Title	Nominal Hours
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.

<b>Occupation/ Work Function</b>	Assistant in an Indigenous cultural centre	
<b>Qualification Title</b>	Certificate I in Tourism (Australian Indigenous Culture)	
<b>Qualification Code</b>	SIT10116	
<b>Description</b>	<p>This qualification provides a pathway to work in a range of job roles in the tourism industry in organisations with an Indigenous focus.</p> <p>This sample training program is appropriate for a person working in the Tourism Industry as an assistant in an Indigenous cultural centre</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
SITTGDE001	Interpret aspects of local Australian Indigenous culture	100
SITXWHS001	Participate in safe work practices	12
<b>Elective</b>		
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
<b>Total Hours</b>		202



<b>Occupation/ Work Function</b>	Receptionist and office assistant in a travel agency	
<b>Qualification Title</b>	Certificate II in Tourism	
<b>Qualification Code</b>	SIT20116	
<b>Description</b>	This sample training program is appropriate for a person working in the Tourism industry as a receptionist and office assistant in a travel agency	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
SITXCCS002	Provide visitor information	35
CUA EVP201	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
<b>Total Hours</b>		<b>358</b>

<b>Occupation/ Work Function</b>	Booking agent.	
<b>Qualification Title</b>	Certificate III in Tourism	
<b>Qualification Code</b>	SIT30116	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Tourism industry as a booking agent.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>592</b>

<b>Occupation/ Work Function</b>	Office assistant.	
<b>Qualification Title</b>	Certificate II in Holiday Parks and Resorts	
<b>Qualification Code</b>	SIT20216	
<b>Description</b>	<p>This qualification provides a pathway to work in a holiday park and resort office, housekeeping, grounds maintenance, or across different operational areas.</p> <p>This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as an office assistant.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>373</b>

<b>Occupation/ Work Function</b>	Receptionist.	
<b>Qualification Title</b>	Certificate III in Holiday Parks and Resorts	
<b>Qualification Code</b>	SIT30416	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as a receptionist.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>712</b>

<b>Occupation/ Work Function</b>	Operations supervisor	
<b>Qualification Title</b>	Certificate IV in Holiday Parks and Resorts	
<b>Qualification Code</b>	SIT40316	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Holiday Parks and Resorts Industry as an operations supervisor.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>500</b>

<b>Occupation/ Work Function</b>	Manager	
<b>Qualification Title</b>	Diploma of Holiday Park and Resort Management	
<b>Qualification Code</b>	SIT50216	
<b>Description</b>	<p>This qualification provides a pathway to work as a business manager or owner-operator of a holiday park or resort.</p> <p>This sample training program is appropriate for a person working in Holiday Park and Resort Management as a Manager.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>915</b>

<b>Occupation/ Work Function</b>	Travel consultant	
<b>Qualification Title</b>	Certificate III in Travel	
<b>Qualification Code</b>	SIT30216	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Travel Industry as a domestic travel consultant.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
BSBREL402	Build client relationships and business networks	50
BSBITU306	Design and produce business documents	80
SITXFIN001	Process financial transactions	25
<b>Total Hours</b>		<b>698</b>

<b>Occupation/ Work Function</b>	Operations supervisor	
<b>Qualification Title</b>	Certificate IV in Travel and Tourism	
<b>Qualification Code</b>	SIT40116	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Tourism and Travel Industry as an operations supervisor.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>970</b>



<b>Occupation/ Work Function</b>	Tour operations manager	
<b>Qualification Title</b>	Diploma of Travel and Tourism Management	
<b>Qualification Code</b>	SIT50116	
<b>Description</b>	This sample training program is appropriate for a person working in Travel and Tourism Management as a tour operations manager	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
BSBR501	Manage risk	60
SITXMGT003	Manage projects	60
SITXMPR001	Coordinate production of brochures and marketing materials	60
SITXMPR007	Develop and implement marketing strategies	80
SITPPD003	Coordinate and operate sustainable tourism activities	70
SITPPD007	Research and analyse tourism data	100
<b>Total Hours</b>		<b>1220</b>

<b>Occupation/ Work Function</b>	Business development manager	
<b>Qualification Title</b>	Advanced Diploma of Travel and Tourism Management	
<b>Qualification Code</b>	SIT60116	
<b>Description</b>	This sample training program is appropriate for a person working in Travel and Tourism Management as a business development manager.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
BSBDIV501	Manage diversity in the workplace	60
BSBMGT617	Develop and implement a business plan	60
BSBR501	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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>1520</b>

<b>Occupation/ Work Function</b>	Tour guide	
<b>Qualification Title</b>	Certificate III in Guiding	
<b>Qualification Code</b>	SIT30316	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Guiding Industry as a Tour guide</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>720</b>

<b>Occupation/ Work Function</b>	Tour manager	
<b>Qualification Title</b>	Certificate IV in Guiding	
<b>Qualification Code</b>	SIT40216	
<b>Description</b>	<p>Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics.</p> <p>This sample training program is appropriate for a person working in the Guiding Industry as a tour manager</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>915</b>

<b>Occupation/ Work Function</b>	Kitchen Useful	
<b>Qualification Title</b>	Certificate I in Hospitality	
<b>Qualification Code</b>	SIT10216	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Hospitality industry as a Kitchen useful</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
BSBWOR203	Work effectively with others	15
SITXCCS001	Provide customer information and assistance	20
SITXWHS001	Participate in safe work practices	12
<b>Elective</b>		
SITXFSA001	Use hygienic practices for food safety	15
SITHCCC001	Use food preparation equipment	25
SITHCCC002	Prepare and present simple dishes	25
<b>Total Hours</b>		112

<b>Occupation/ Work Function</b>	Food and beverage attendant	
<b>Qualification Title</b>	Certificate II in Hospitality	
<b>Qualification Code</b>	SIT20316	
<b>Description</b>	<p>This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops</p> <p>This sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage attendant.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>352</b>

<b>Occupation/ Work Function</b>	Food and beverage attendant	
<b>Qualification Title</b>	Certificate III in Hospitality	
<b>Qualification Code</b>	SIT30616	
<b>Description</b>	<p>This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.</p> <p>This sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage attendant</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>552</b>

<b>Occupation/ Work Function</b>	Waiter	
<b>Qualification Title</b>	Certificate III in Hospitality (Restaurant Front of House)	
<b>Qualification Code</b>	SIT30716	
<b>Description</b>	<p>This specialist qualification provides a pathway to work in various front of house roles in restaurants and cafés.</p> <p>This sample training program is appropriate for a person working in the Hospitality Industry as a waiter.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>547</b>



<b>Occupation/ Work Function</b>	Food and beverage supervisor or team leader	
<b>Qualification Title</b>	Certificate IV in Hospitality	
<b>Qualification Code</b>	SIT40416	
<b>Description</b>	<p>This qualification provides a pathway to work as a supervisor in hospitality organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops.</p> <p>This sample training program is appropriate for a person working in the Hospitality Industry as a food and beverage supervisor or team leader.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>870</b>

<b>Occupation/ Work Function</b>	Banquet or function manager	
<b>Qualification Title</b>	Diploma of Hospitality Management	
<b>Qualification Code</b>	SIT50416	
<b>Description</b>	<p>This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager.</p> <p>This sample training program is appropriate for a person working in the Hospitality Industry as a banquet or function manager.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
BSBRKS501	Manage risk	60
SITXMPR005	Participate in cooperative online marketing initiatives	35
SITXMPR007	Develop and implement marketing strategies	80
<b>Total Hours</b>		<b>1320</b>



<b>Occupation/ Work Function</b>	Area manager or operations manager	
<b>Qualification Title</b>	Advanced Diploma of Hospitality Management	
<b>Qualification Code</b>	SIT60316	
<b>Description</b>	This sample training program is appropriate for a person working in the Hospitality Industry as an area manager or operations manager	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
BSBR501	Manage risk	60
BSBMKG401	Profile the market	50
SITXMPR001	Coordinate production of brochures and marketing materials	60
SITXMPR004	Coordinate marketing activities	30
<b>Total Hours</b>		<b>1675</b>

<b>Occupation/ Work Function</b>	Catering assistant	
<b>Qualification Title</b>	Certificate II in Kitchen Operations	
<b>Qualification Code</b>	SIT20416	
<b>Description</b>	This sample training program is appropriate for a person working in the Food preparation industry as a catering assistant.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>415</b>

<b>Occupation/ Work Function</b>	Fast food cook	
<b>Qualification Title</b>	Certificate II in Asian Cookery	
<b>Qualification Code</b>	SIT20516	
<b>Description</b>	This sample training program is appropriate for a person working in the Asian restaurant industry as a fast food cook.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>385</b>

<b>Occupation/ Work Function</b>	Commercial cook	
<b>Qualification Title</b>	Certificate III in Commercial Cookery	
<b>Qualification Code</b>	SIT30816	
<b>Description</b>	This sample training program is appropriate for a person working in the Commercial Cookery Industry as a commercial cook.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
BSBCMM201	Communicate in the workplace	40
SITHASC002	Prepare Asian appetisers and snacks	45
SITHCCC021	Prepare specialised food items	60
SITHASC009	Prepare Asian desserts	50
<b>Total Hours</b>		<b>945</b>



<b>Occupation/ Work Function</b>	Food service assistant.	
<b>Qualification Title</b>	Certificate III in Catering Operations	
<b>Qualification Code</b>	SIT30916	
<b>Description</b>	<p>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.</p> <p>This sample training program is appropriate for a person working in the Catering Operations Industry as a food service assistant.</p>	
<b>Notes</b>	This qualification does not provide the skills required by commercial cooks, which are covered in SIT30816 Certificate III in Commercial Cookery.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>745</b>

<b>Occupation/ Work Function</b>	Pastry chef	
<b>Qualification Title</b>	Certificate III in Patisserie	
<b>Qualification Code</b>	SIT31016	
<b>Description</b>	This sample training program is appropriate for a person working in the Patisserie Industry as a pastry chef.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>705</b>

<b>Occupation/ Work Function</b>	Cook	
<b>Qualification Title</b>	Certificate III in Asian Cookery	
<b>Qualification Code</b>	SIT31116	
<b>Description</b>	This sample training program is appropriate for a person working in Kitchen operations industry to prepare Asian food as a cook.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>957</b>

<b>Occupation/ Work Function</b>	Chef	
<b>Qualification Title</b>	Certificate IV in Commercial Cookery	
<b>Qualification Code</b>	SIT40516	
<b>Description</b>	This sample training program is appropriate for a person working in the Commercial Cookery Industry as a chef.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		1395

<b>Occupation/ Work Function</b>	Catering supervisor	
<b>Qualification Title</b>	Certificate IV in Catering Operations	
<b>Qualification Code</b>	SIT40616	
<b>Description</b>	This sample training program is appropriate for a person working in the Catering Operations industry as a catering supervisor.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>875</b>

<b>Occupation/ Work Function</b>	Chef de partie	
<b>Qualification Title</b>	Certificate IV in Patisserie	
<b>Qualification Code</b>	SIT40716	
<b>Description</b>	This sample training program is appropriate for a person working in the Patisserie Industry>industry as a chef de partie.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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

<b>Elective</b>		
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
<b>Total Hours</b>		<b>1364</b>



<b>Occupation/ Work Function</b>	Chef	
<b>Qualification Title</b>	Certificate IV in Asian Cookery	
<b>Qualification Code</b>	SIT40816	
<b>Description</b>	<p>This qualification reflects the role of commercial cooks who have a supervisory or team leading role in kitchens preparing Asian food.</p> <p>This sample training program is appropriate for a person working in Commercial Cookery Industry as a chef.</p>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
SITXMGTO01	Monitor work operations	20
SITXWHS003	Implement and monitor work health and safety practices	30
<b>Elective</b>		

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
<b>Total Hours</b>		1360

<b>Occupation/ Work Function</b>	Event or exhibition assistant	
<b>Qualification Title</b>	Certificate III in Events	
<b>Qualification Code</b>	SIT30516	
<b>Description</b>	This sample training program is appropriate for a person working in the Events Industry as an event or exhibition assistant.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
<b>Total Hours</b>		<b>622</b>

<b>Occupation/ Work Function</b>	Event or exhibition coordinator	
<b>Qualification Title</b>	Diploma of Event Management	
<b>Qualification Code</b>	SIT50316	
<b>Description</b>	This sample training program is appropriate for a person working in the Event Management Industry as an event or exhibition coordinator.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
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
<b>Elective</b>		
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
SITPPD007	Research and analyse tourism data	100
<b>Total Hours</b>		<b>1165</b>

<b>Occupation/ Work Function</b>	Functions manager	
<b>Qualification Title</b>	Advanced Diploma of Event Management	
<b>Qualification Code</b>	SIT60216	
<b>Description</b>	This sample training program is appropriate for a person working in the Event Management Industry as a functions manager.	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Hours</b>
<b>Core</b>		
BSBMGT608	Manage innovation and continuous improvement	70
BSBR501	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
<b>Elective</b>		
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
<b>Total Hours</b>		1250

## CONTACTS AND LINKS

<b>Curriculum Maintenance Manager (CMM)</b>		
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  <a href="mailto:Alison.Hollands@vu.edu.au">Alison.Hollands@vu.edu.au</a>
<b>Service Skills Organisation (SSO)</b>		
SkillsIQ Ltd	This SSO is responsible for developing this <b>Tourism, Travel and Hospitality Training Package</b> , companion volumes and support material and can be contacted for further information.	GPO Box 4194, Sydney NSW 2000  <a href="http://www.skillsiq.com.au">www.skillsiq.com.au</a> <a href="mailto:enquiries@skillsiq.com.au">enquiries@skillsiq.com.au</a>
<b>National Register for VET in Australia</b>		
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.	<a href="http://training.gov.au">http://training.gov.au</a>
<b>Australian Government</b>		
Department of Education and Training	The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training.	<a href="https://education.gov.au/">https://education.gov.au/</a>
<b>Victorian State Government</b>		
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  <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a>
<b>National VET Regulatory Authority</b>		
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's VET sector.	Info line: 1300 701 801  <a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
<b>Victorian State VET Regulatory Authority</b>		
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  <a href="http://www.vrqa.vic.gov.au">www.vrqa.vic.gov.au</a>
<b>Industry Regulatory Bodies applicable to this Training Package</b>		

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 <a href="http://www.vcglr.vic.gov.au">www.vcglr.vic.gov.au</a>
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## GLOSSARY

<b>Code</b>	Nationally endorsed Training Package qualification code.
<b>Title</b>	Nationally endorsed Training Package qualification title.
<b>Unit Code</b>	Nationally endorsed Training Package unit of competency code.
<b>Unit Title</b>	Nationally endorsed Training Package unit of competency title.
<b>Payable Hours</b>	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.
<b>Nominal Hours</b>	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.